



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

May 1, 2016 – May 28, 2016



The Commonwealth of Massachusetts

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Service Delivery Overview

May 1, 2016 – May 28, 2016

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 54,880

Total calls received: 6,314

Average Call Wait Time: 00:22

Total email requests received: 754

Total FAX requests received: 192

Number of Transactions processed by ESC: 8,917

Total outbound contacts: 2,710

Total tickets opened: 5,825

Total tickets closed within 3 days: 5,713

Total tickets remain open beyond 3 days: 89

% tickets remain open beyond 3 days: 1.52%

% of Employees served by the ESC: 16.24%

Staffing

Area	Staffing as of 5/28/2016	Staffing as of 4/30/2016
Customer Service/Intake	8	8
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	27

Activities

Source: ESC Avaya CMS & Footprints Reports, data from 5/01/2016 – 5/28/2016.

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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SLA Targets and Actual Performance



Delivering HR Services That Matter

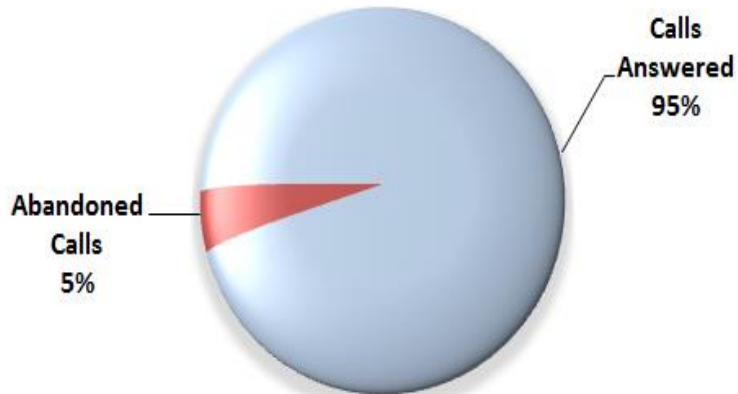
Metric	Target	Current Period Performance 5/01/16 – 05/28/16	Current Period Performance 4/03/16 – 04/30/16	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:22 seconds	0:35 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.76%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.3% within 1 Day and 96.3% within 3 Days	94.2% within 1 Day and 96.7% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	86% rated good to excellent (1.133% response rate)	96% rated good to excellent (1.188% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	



Inbound Call Data

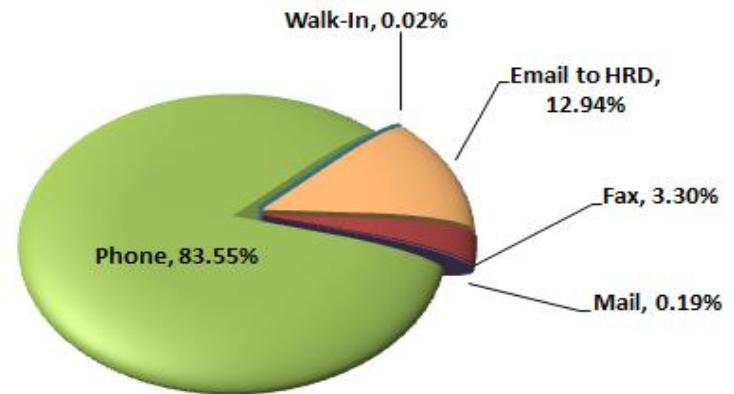
SLA Metric	Target Level	Current Period 5/01/16 to 05/28/16	Previous Period 4/03/16 to 04/30/16	May 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:22 seconds	0:35 seconds	0:59 seconds

Abandoned Calls



Total = 6,314 calls

Ticket Source



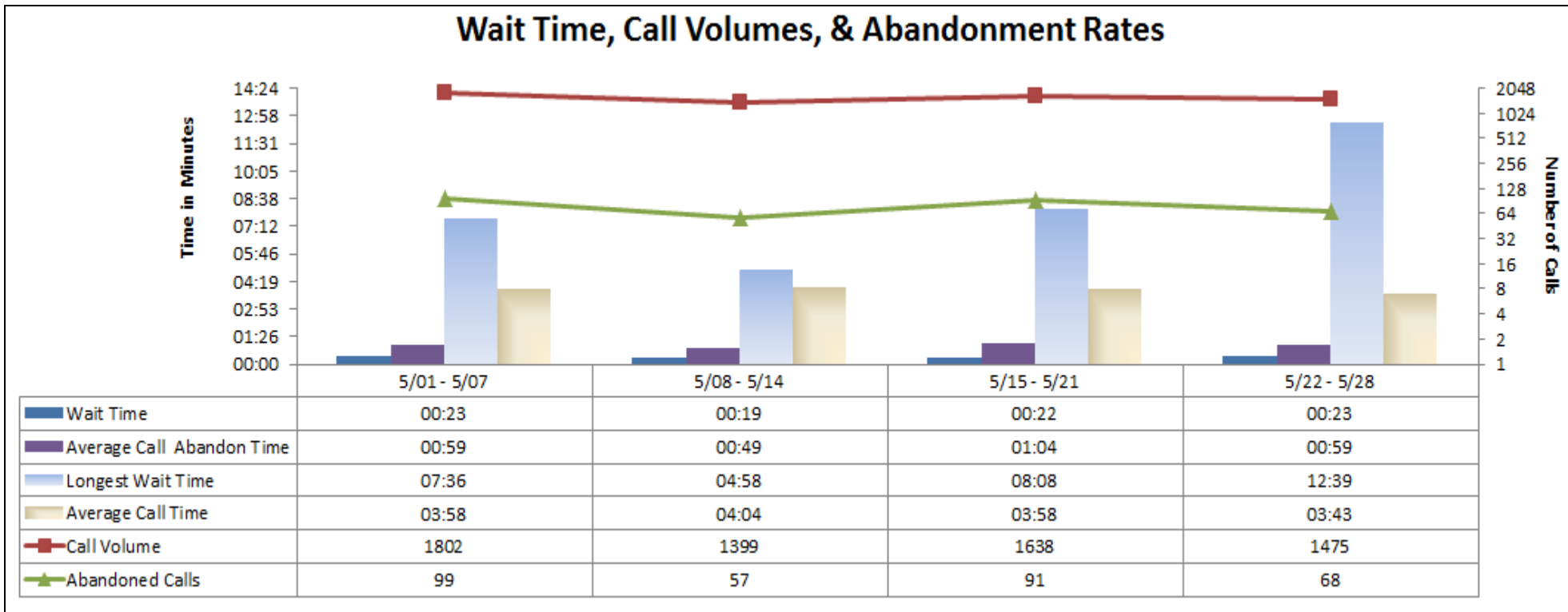
Total = 5,825 Tickets

Source: ESC Footprints & Avaya data from 5/01/2016 – 5/28/2016.

*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



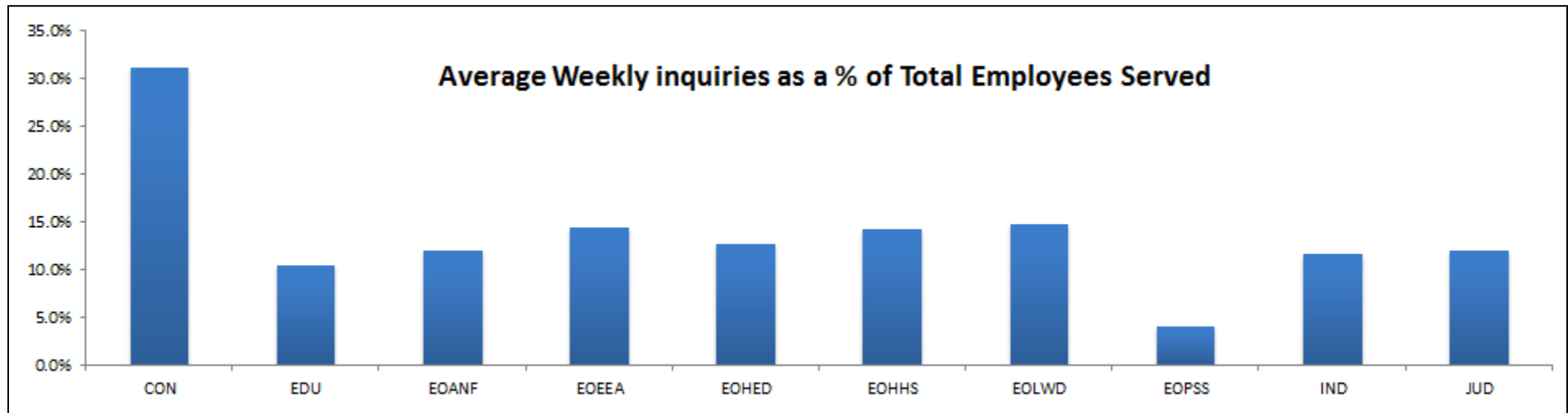
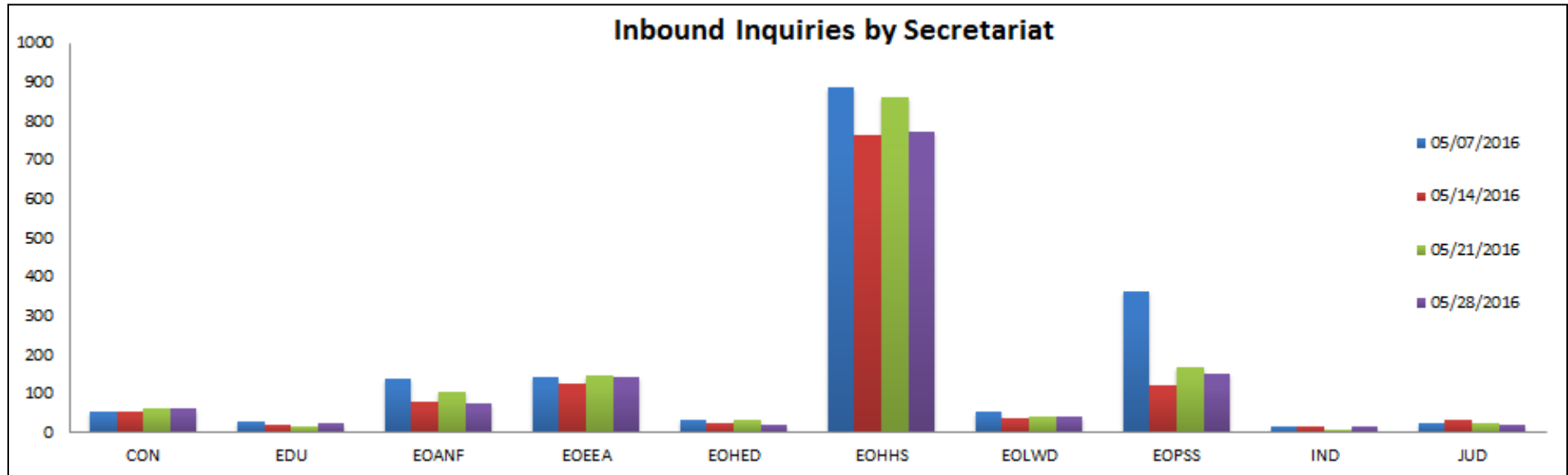
Inbound Call Data



Source: ESC Avaya data from 5/01/2016 – 5/28/2016.



Inbound Inquiries by Secretariat



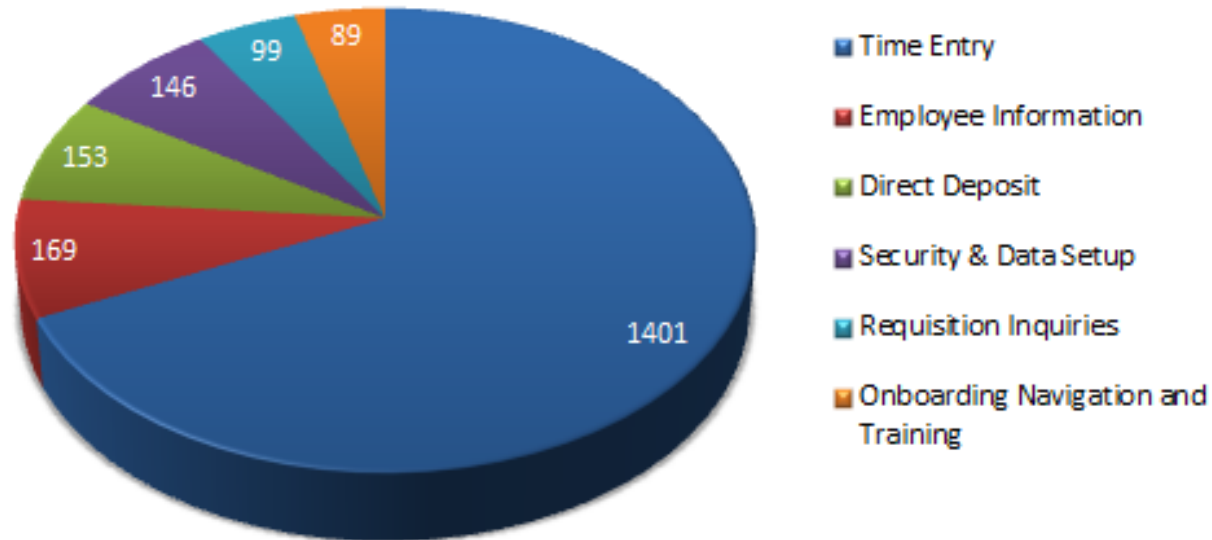
Source: ESC Footprints data from 5/01/2016 – 5/28/2016.



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Types of Inquiries Received

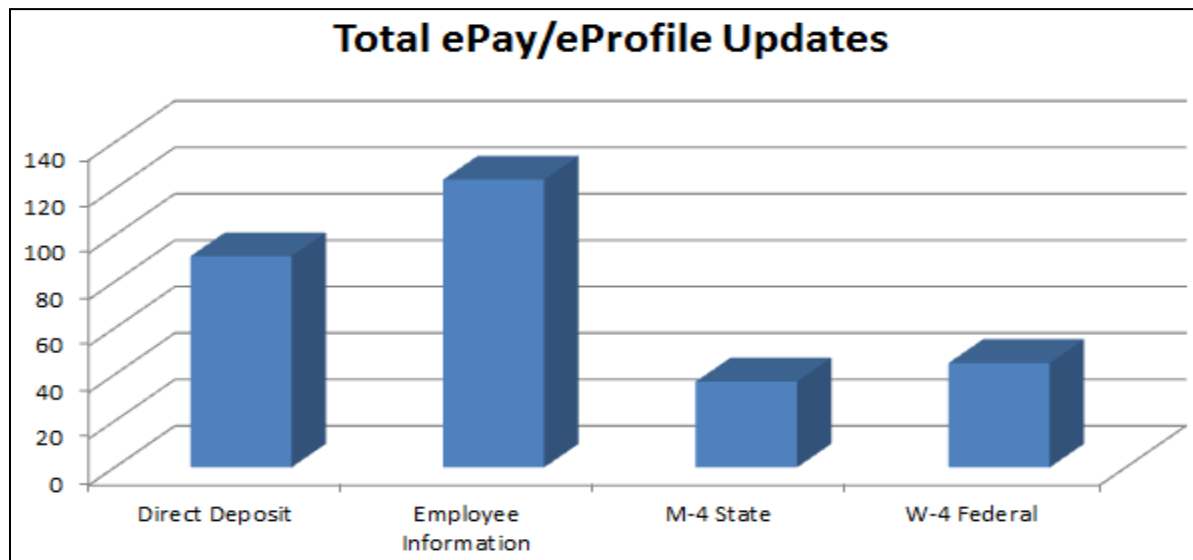
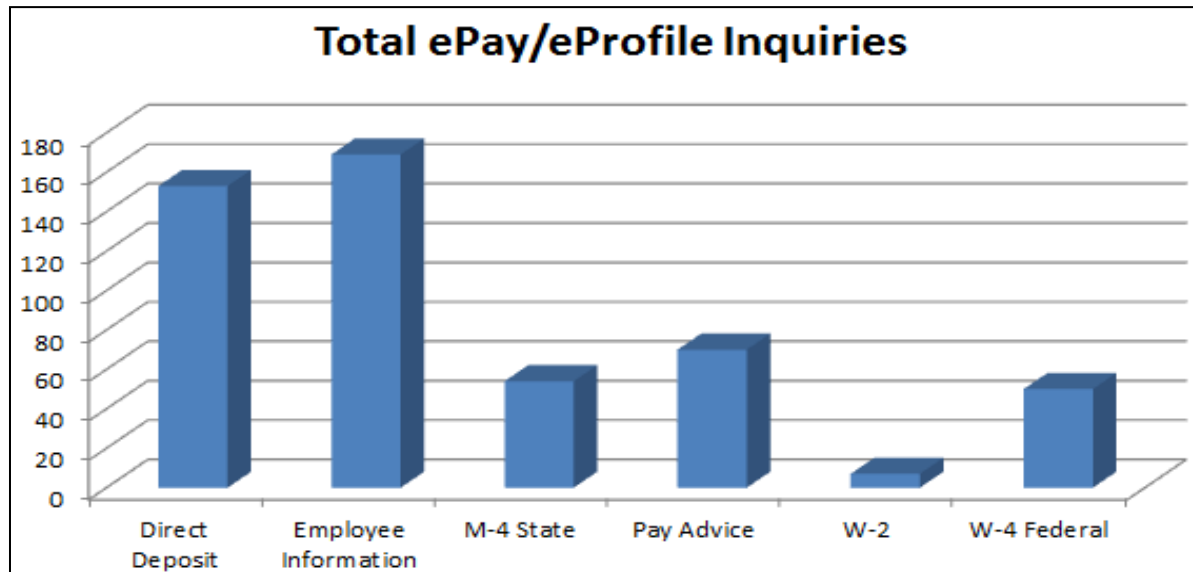
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 5/01/2016 – 5/28/2016.



ePay/eProfile Transactions

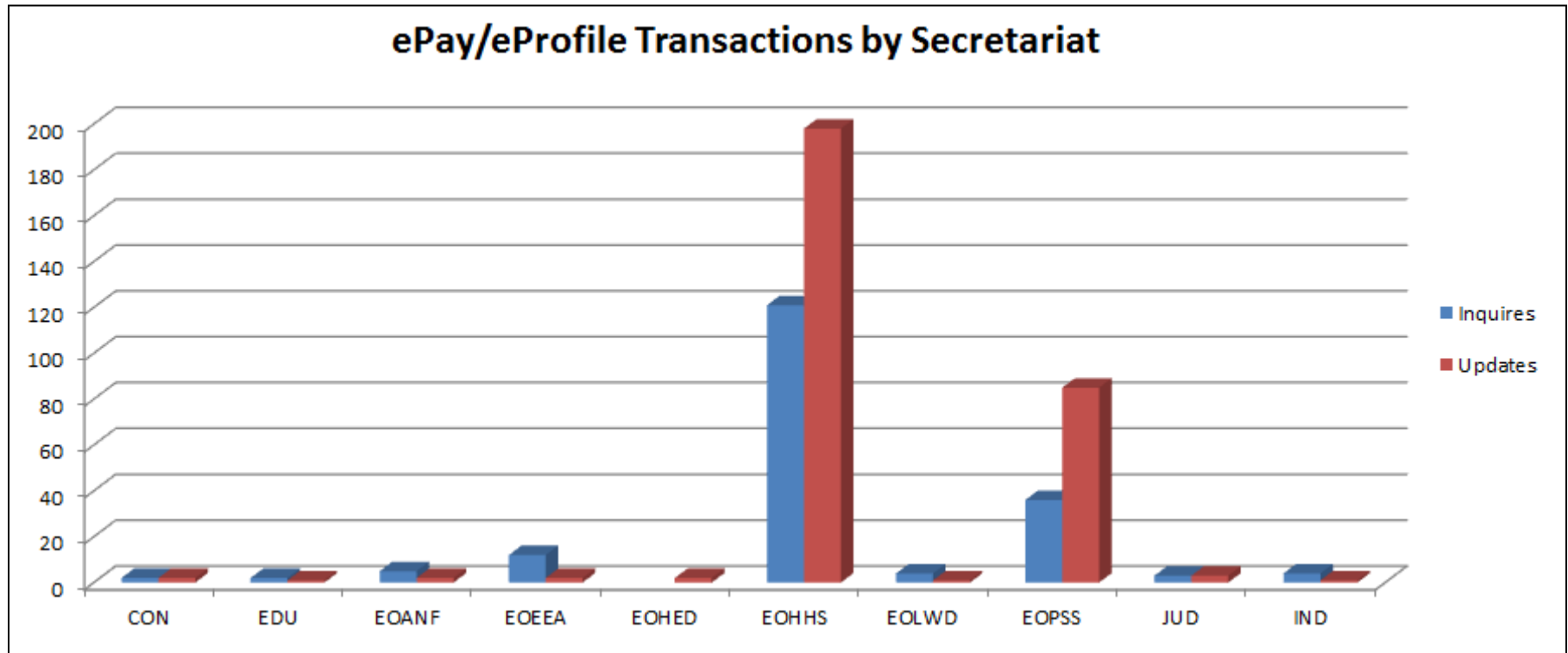


Source: ESC Footprints data from 5/01/2016 – 5/28/2016.

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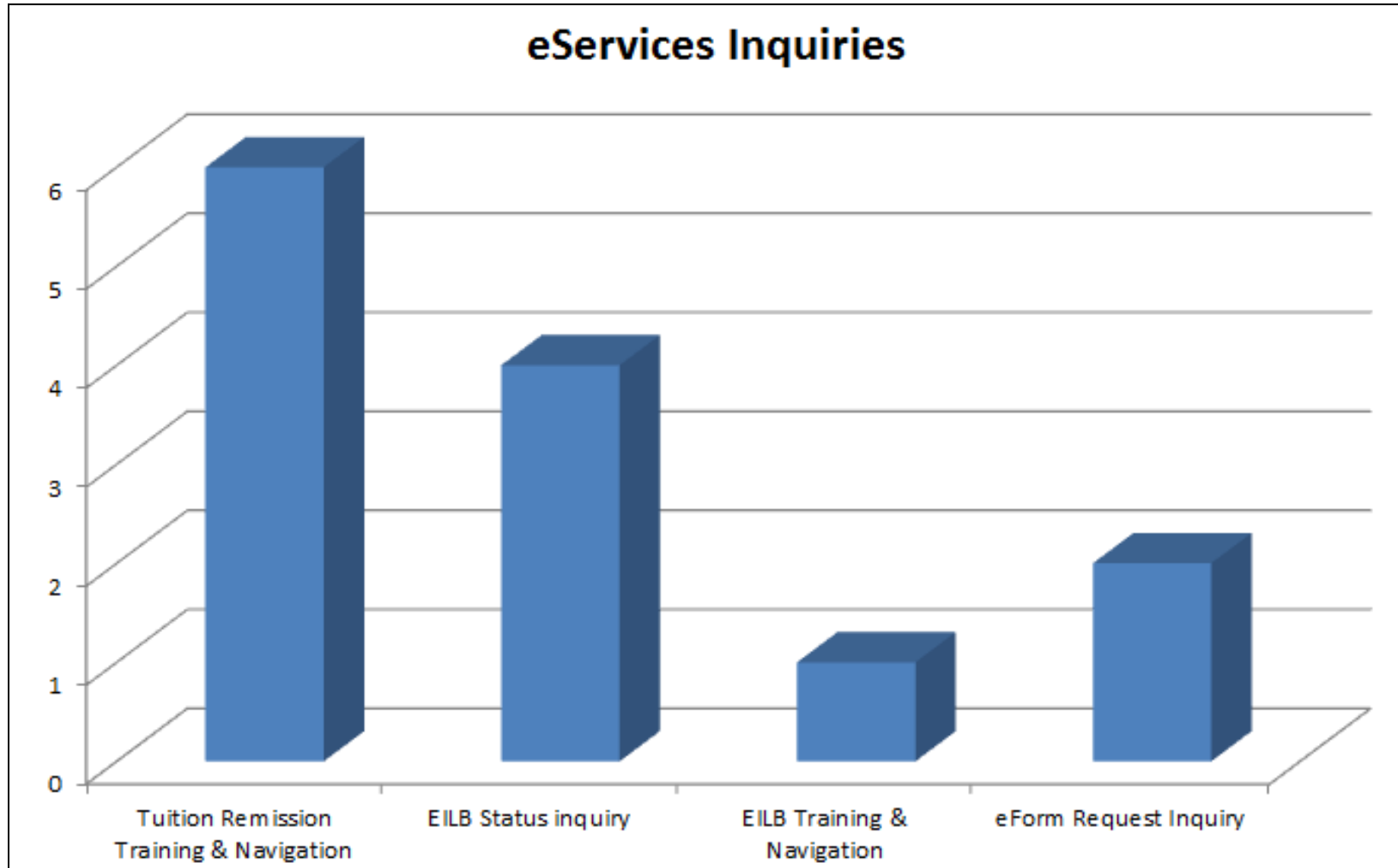


ePay/eProfile Transactions by Secretariat

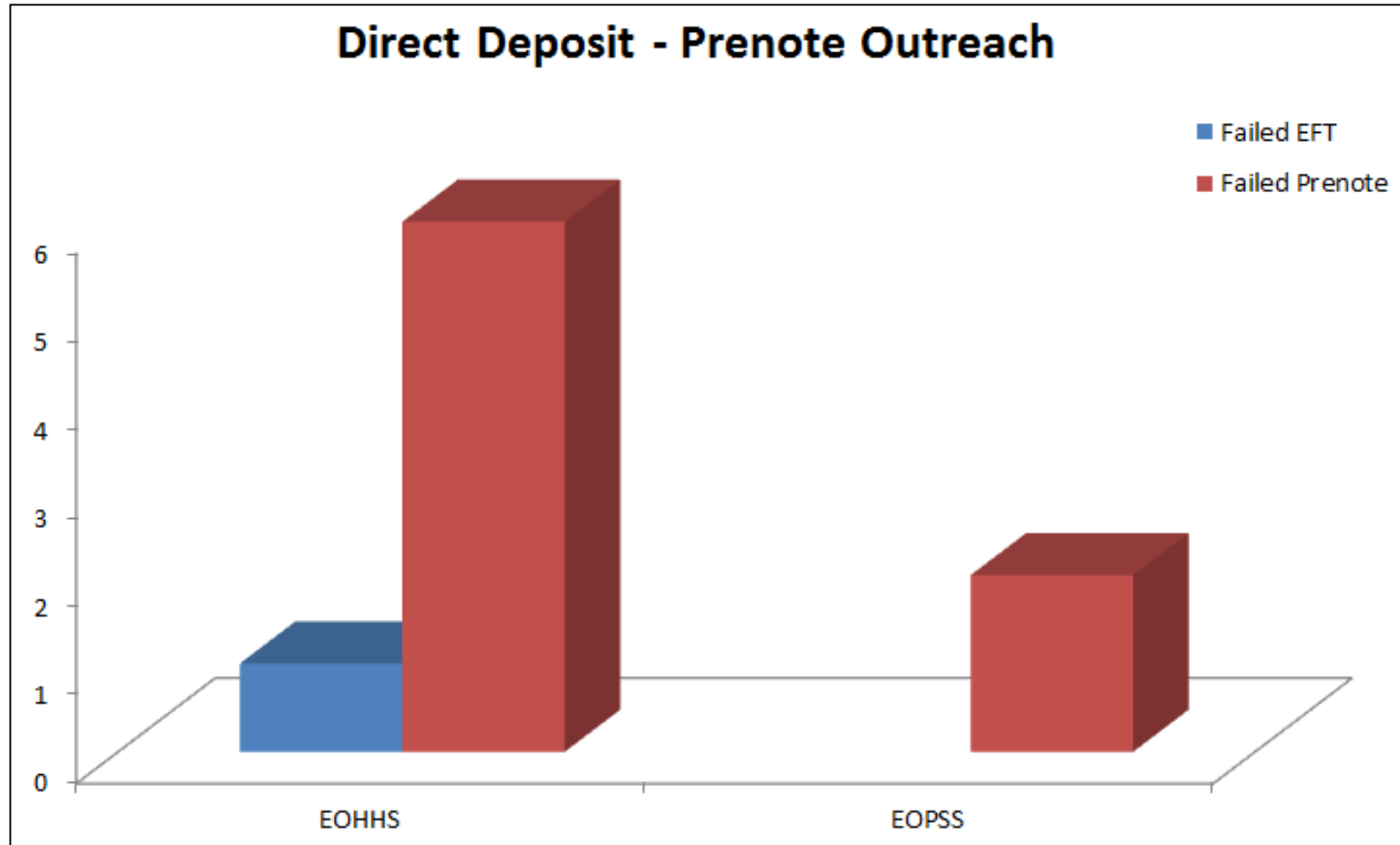


Source: ESC Footprints data from 5/01/2016 – 5/28/2016.

eServices Transactions



Direct Deposit-Prenote Outreach



Source: ESC data from 5/01/2016 – 5/28/2016.



Case Resolution Time

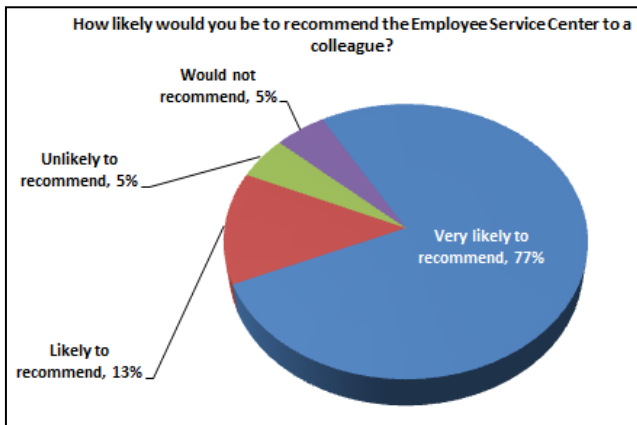
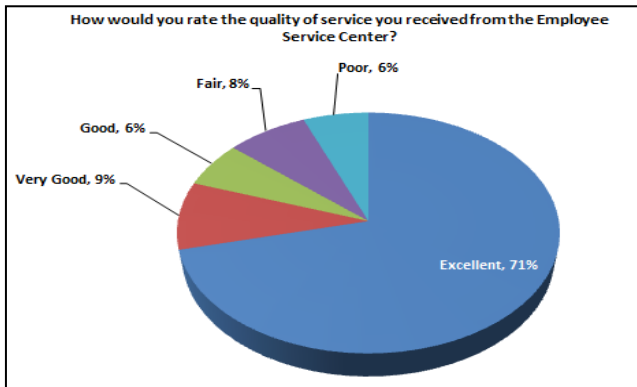
SLA Metric	Target	Current Period 5/01/2016 – 5/28/2016	Previous Period 4/03/2016 – 4/30/2016	Previous Year May 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.76%	99.88%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.3% within 1 Day and 96.3% within 3 Days	94.2% within 1 Day and 96.7% within 3 Days	92.8% within 1 Day and 95.7% within 3 Days

Source: ESC Footprints data from 5/01/2016 – 5/28/2016.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 5/01/2015 – 5/28/2015	Previous Period 4/03/2015 – 4/30/2015	May 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	86% rated good to excellent (1.133% response rate)	96% rated good to excellent (1.188% response rate)	95% rated good to excellent (0.197% response rate)



Selected Monthly Comments:

- She was great. Wouldn't change anything.
- Cannot improve perfection.
- NO SUGGESTIONS. HIGHLY SATISFIED
- no change is needed
- They did a quick and efficient job solving my problem.
- Thank you for your help! Submitting the tuition remission form online was so easy and stress-free, and I was very impressed with how quickly it was approved and returned to me. Having the tuition form online is a really great system. Thank you!
- EXTRAORDINARY CUSTOMER SERVICE. EFFICIENT AND EFFECTIVE. TOTALLY SATISFIED & THANK YOU TO THE INDIVIDUAL WHO PROCESSED MY REQUEST.

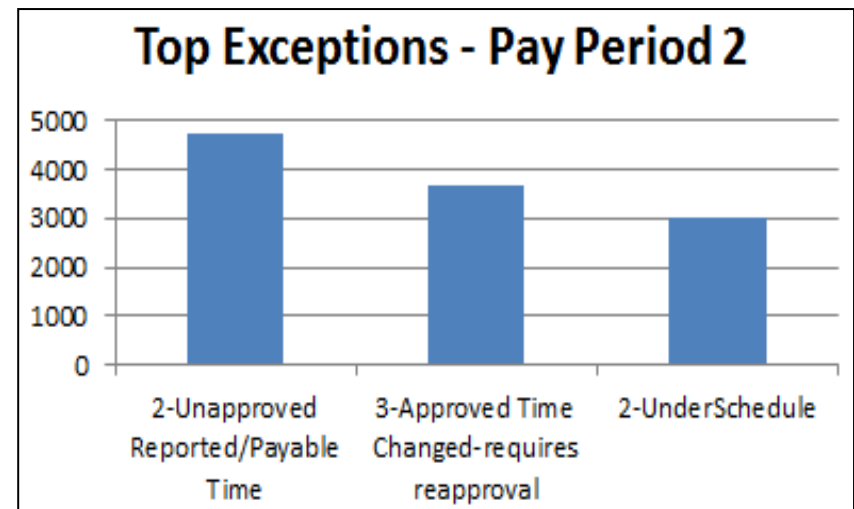
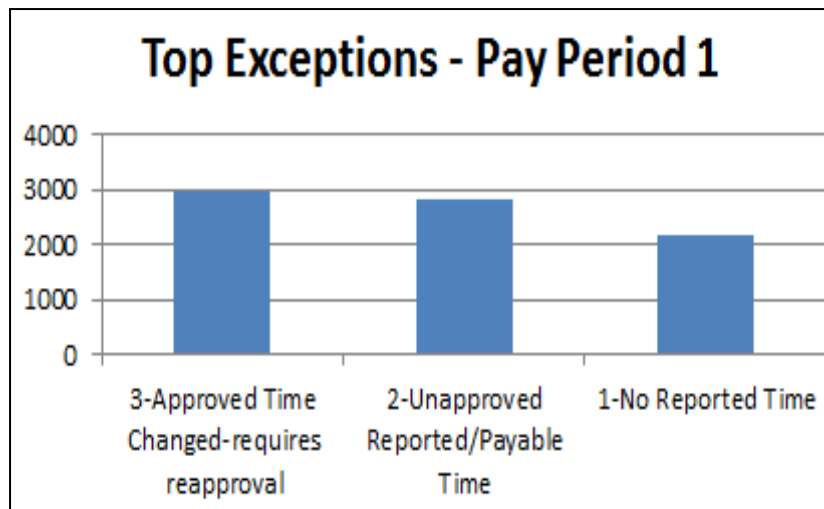
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 5/01/2016 – 5/28/2016.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 5/01/2016 – 05/28/2016	Previous Period 4/03/2016 – 04/30/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	86.21%	79.43%



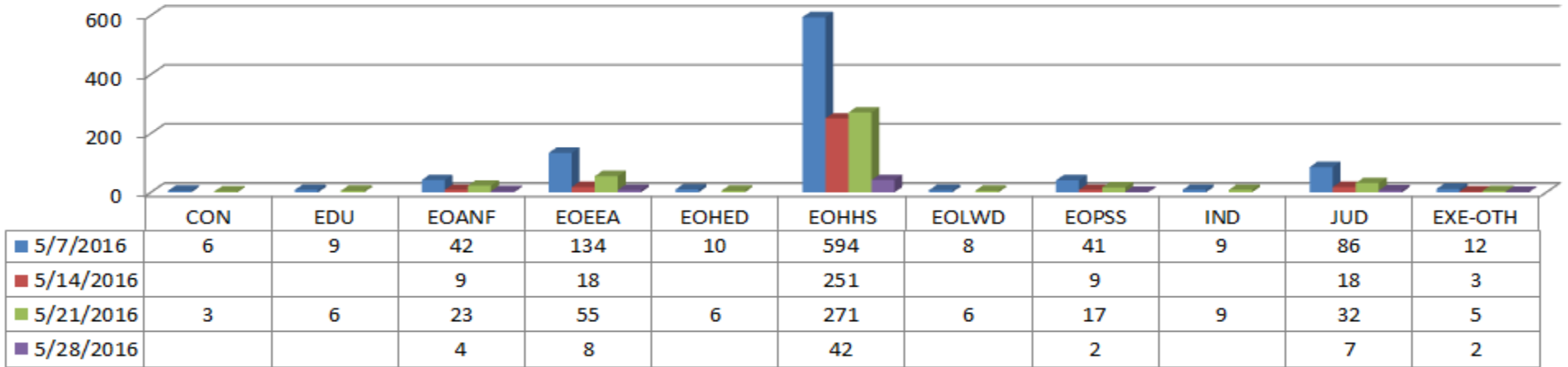
Source: ESC data from 5/01/2016 – 5/28/2016.



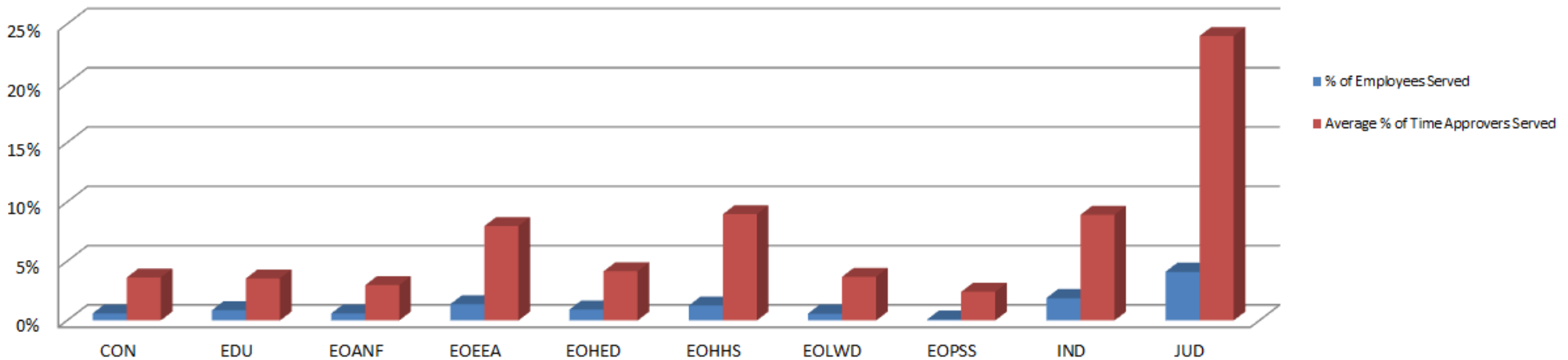
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



Average weekly calls as a % of Employees Served



Source: ESC Exception Management System data 5/01/2016 – 5/28/2016.

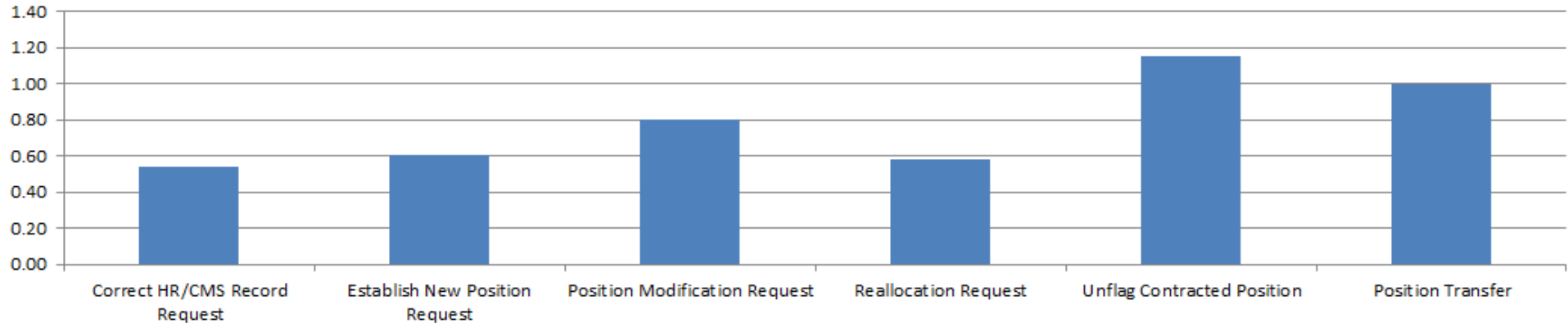
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



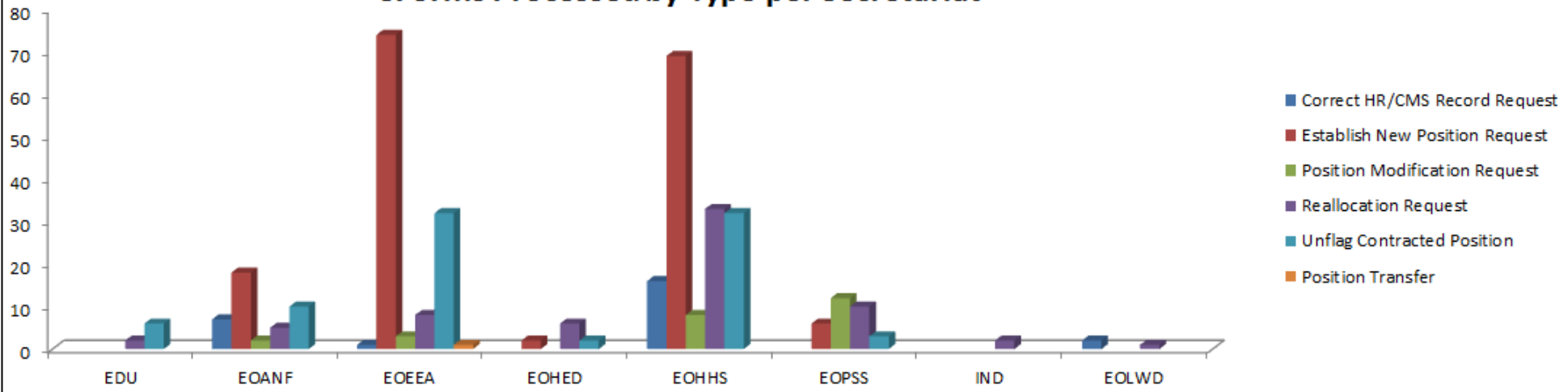
Position Management

Total number of eForms processed by ESC: 329

Average eForm Turnaround Time (Days)



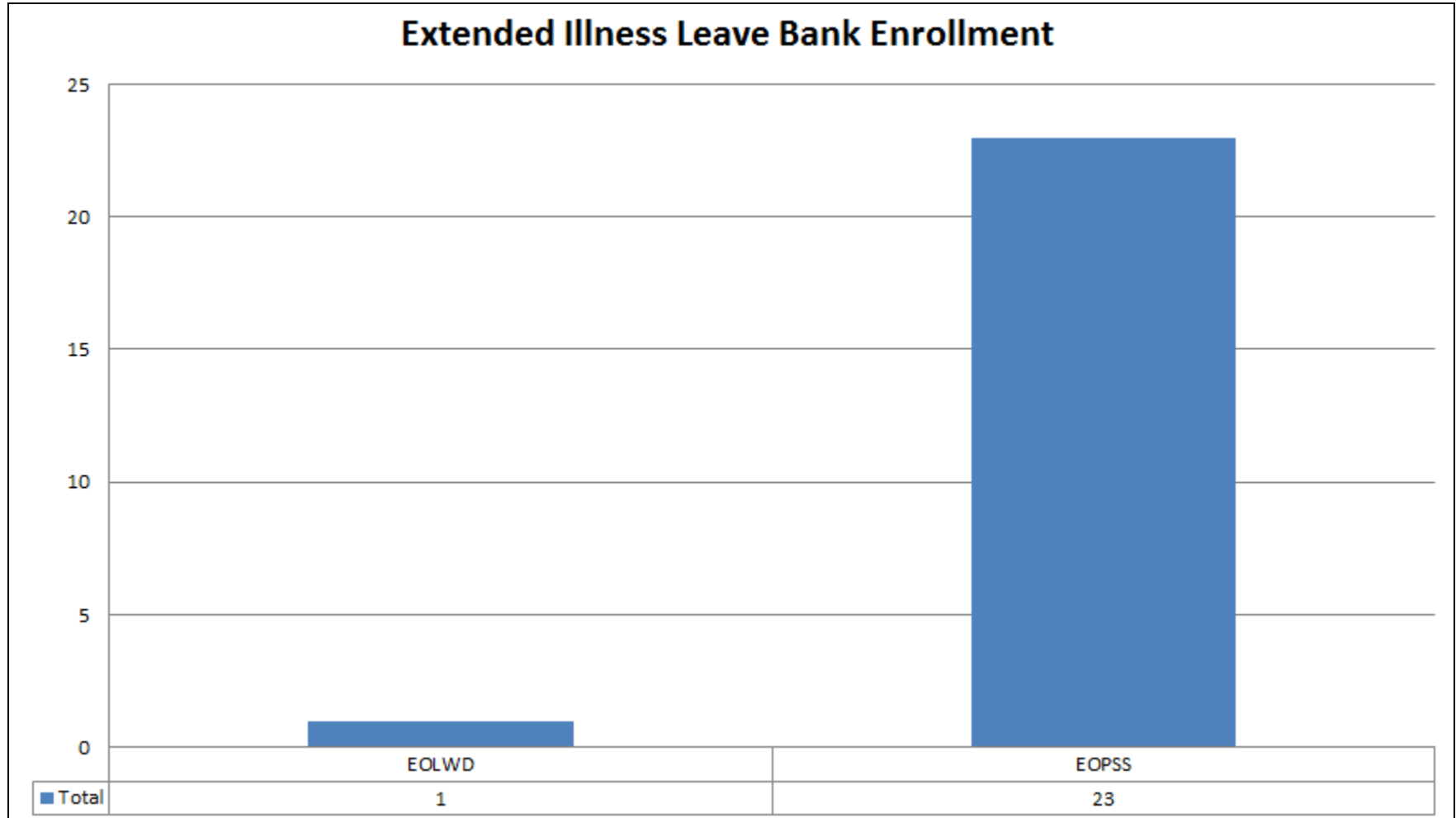
eForms Processed by Type per Secretariat



*The increase in EOEEA Establish New Position requests were due to No Vacant Positions Available for Seasonals and Laborers.



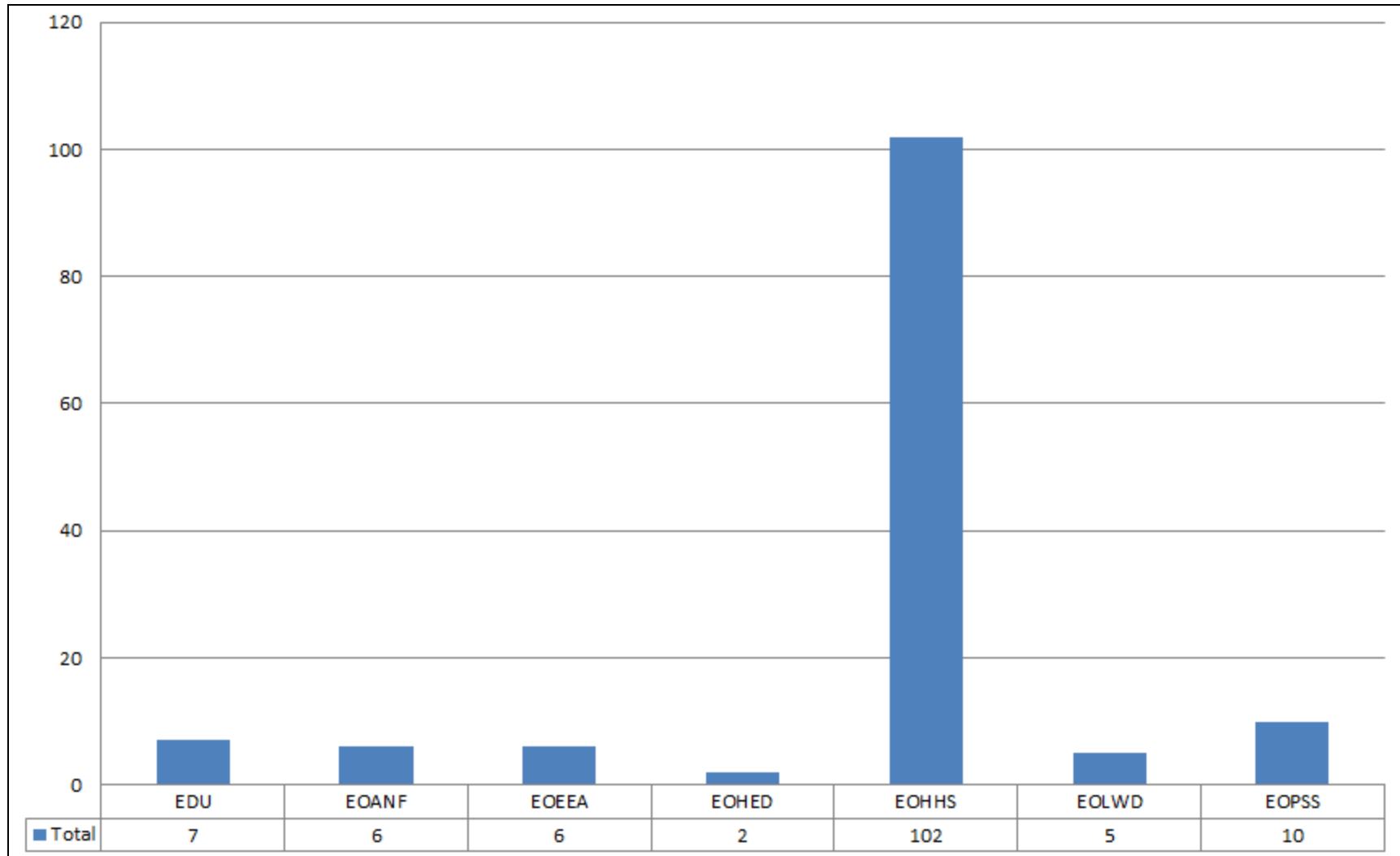
Extended Illness Leave Bank Submissions Per Agency



Source: OnBase - Hyland Utility Client Reporting data from 5/01/2016 – 5/28/2016.



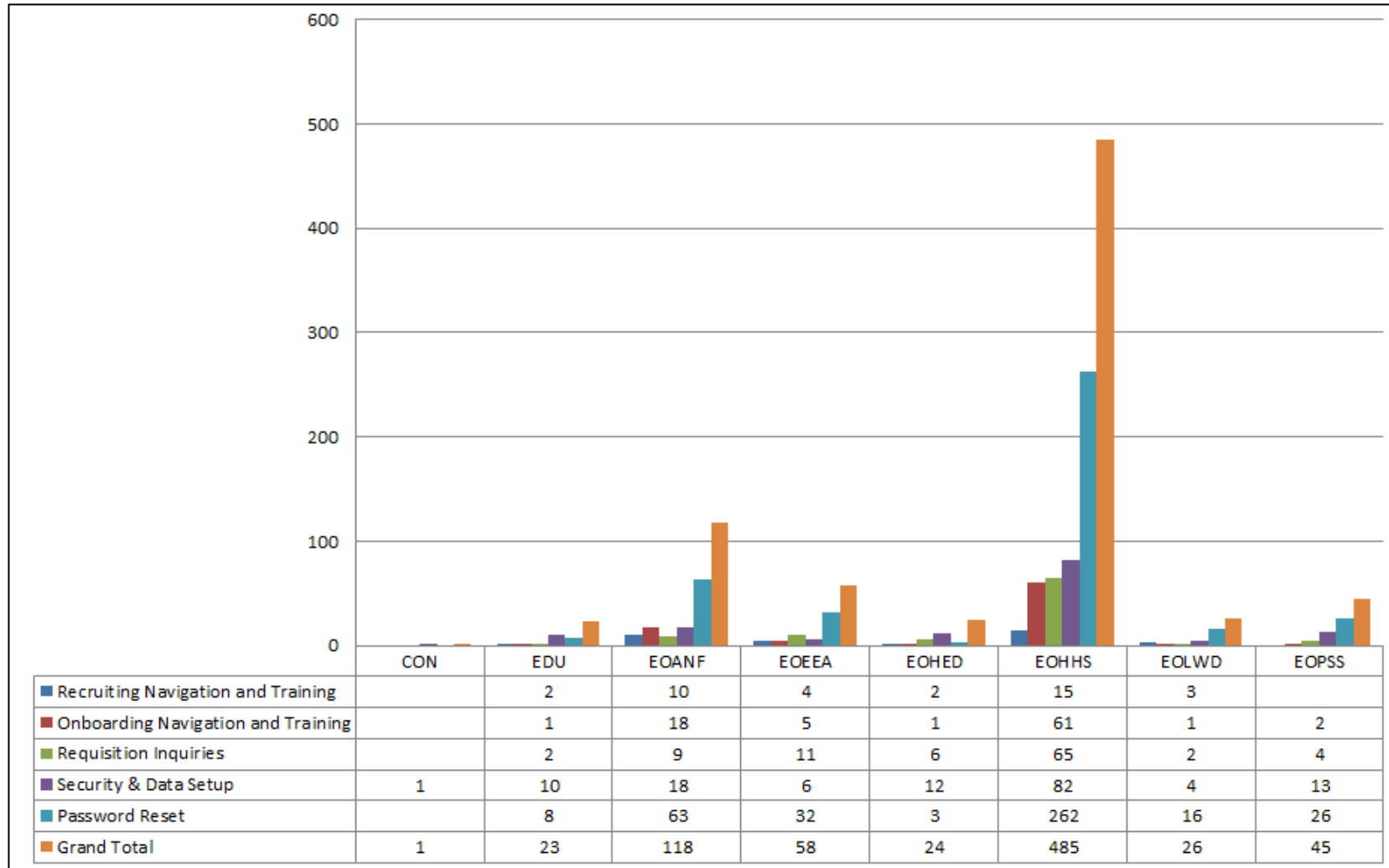
Tuition Remission Submissions by Secretariat



Source: OnBase - Hyland Utility Client Reporting data from 5/01/2016 – 5/28/2016.



MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 5/01/2016 – 5/28/2016.



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Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
3/6/2016	4/2/2016	4/20/2016
4/3/2016	4/30/2016	5/18/2016
5/1/2016	5/28/2016	6/15/2016
5/29/2016	6/25/2016	7/13/2016
6/26/2016	8/6/2015	8/24/2016
8/7/2016	9/3/2013	9/21/2016
9/4/2016	10/1/2016	10/19/2016
10/2/2016	10/29/2016	11/16/2016
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	1/28/2017	2/8/2017
1/29/2017	3/4/2017	3/15/2017

***Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DOI-Division Of Insurance	141	MCB-Mass Commission For The Blind	157
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1639	MCD-Commission For The Deaf And Hard Of Hearing	51
ALA-Administrative Law Appeals Division	34	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	88
ANF-Eo Administration & Finance	289	DPH-Department Of Public Health	3083	MIL-Massachusetts National Guard	9856
APC-Appeals Court	112	DPS-Department Of Public Safety	175	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	33	DPU-Department Of Public Utilities	152	MRC-Mass Rehabilitation Commission	964
ATB-Appellate Tax Board	25	DSS-Department Of Children And Families	3845	OCD-Dept Of Housing And Community	283
BLC-Board of Library Comisioners	23	DYS-Department Of Youth Services	836	OHA-Massachusetts Office On Disability	18
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	89	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	88	EEC-Department Of Early Education	202	OSC-Office Of The Comptroller	131
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	60	OSD-Division Of Operational Services	102
CHE-Soldiers' Home In Massachusetts	342	EHS-Executive Office Of Health and Human Services	1576	PAR-Parole Board	176
CHS-Department of Criminal Justice Information Systems	42	ELD-Department Of Elder Affairs	58	POL-State Police	2624
CJT-Criminal Justice Training Council	545	ENE-Department Of Energy Resources	59	REG-Division Of Professional Licensure	110
CME-Chief Medical Examiner	90	ENV-Executive Office Of Energy and Environmental Affairs	298	RGT-Department Of Higher Education	68
CPC-Committee for Public Counsel Services	757	EOL-Executive Office Of Workforce Development	1205	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety and Security	198	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	707	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	349	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	444	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	172
DCR-Department Conservation And Recreation	2059	HCF-Health Care Finance & Policy	164	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	664	HLY-Soldiers' Home In Holyoke	372	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3539	HPC-Health Policy Commission	78	TRE-Office Of The State Treasurer	238
DMR-Health and Human Services	6601	HRD-Human Resources Division	144	VET-Department Of Veterans Service	69
DOB-Division Of Banks	169	ITD-Information Technology Division	342	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	5053	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1559
DOE-Department Of Elementary & Secondary Education	506	LOT-Lottery And Gaming Commission	395	Grand Total:	54880

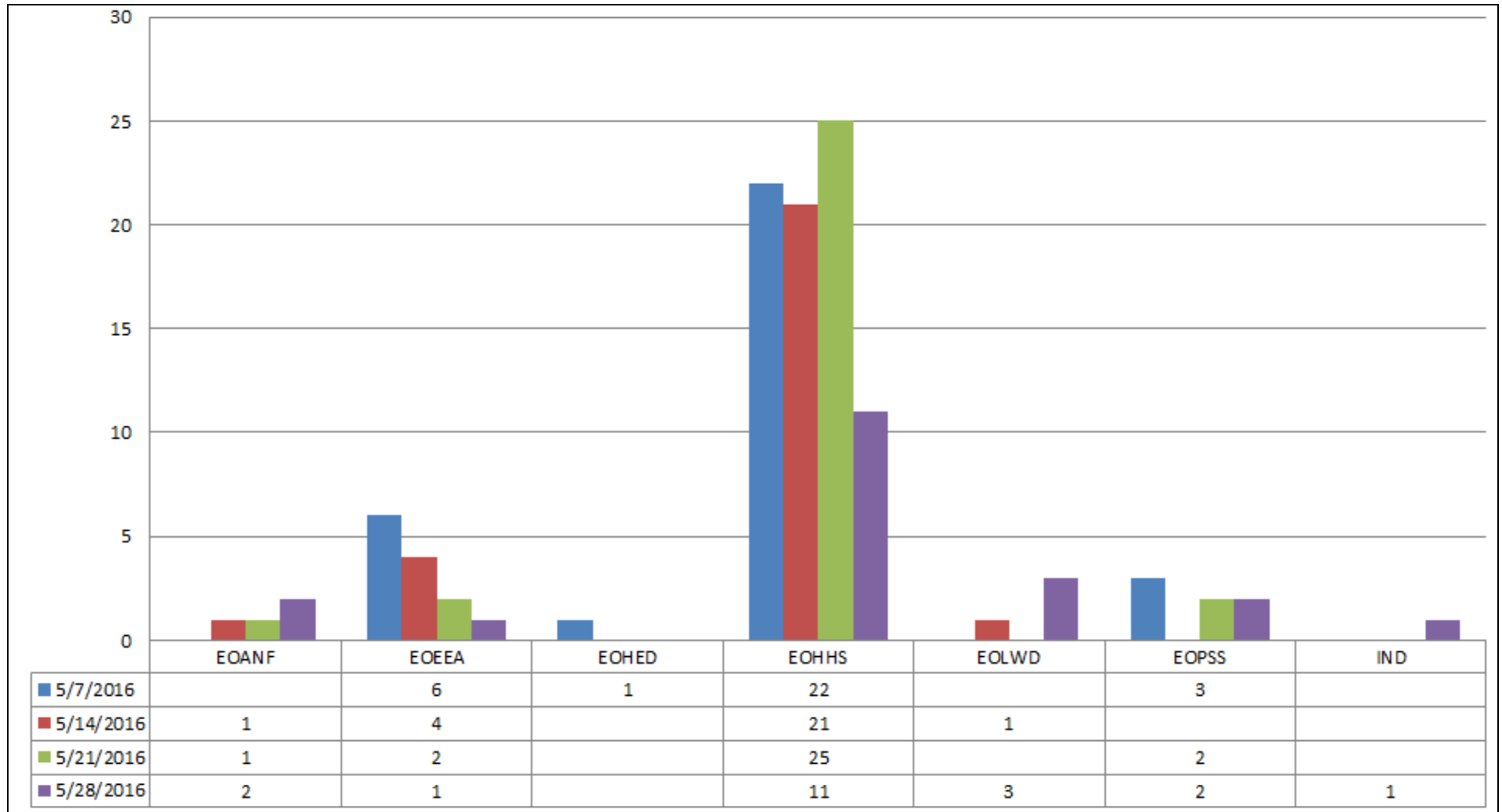


Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

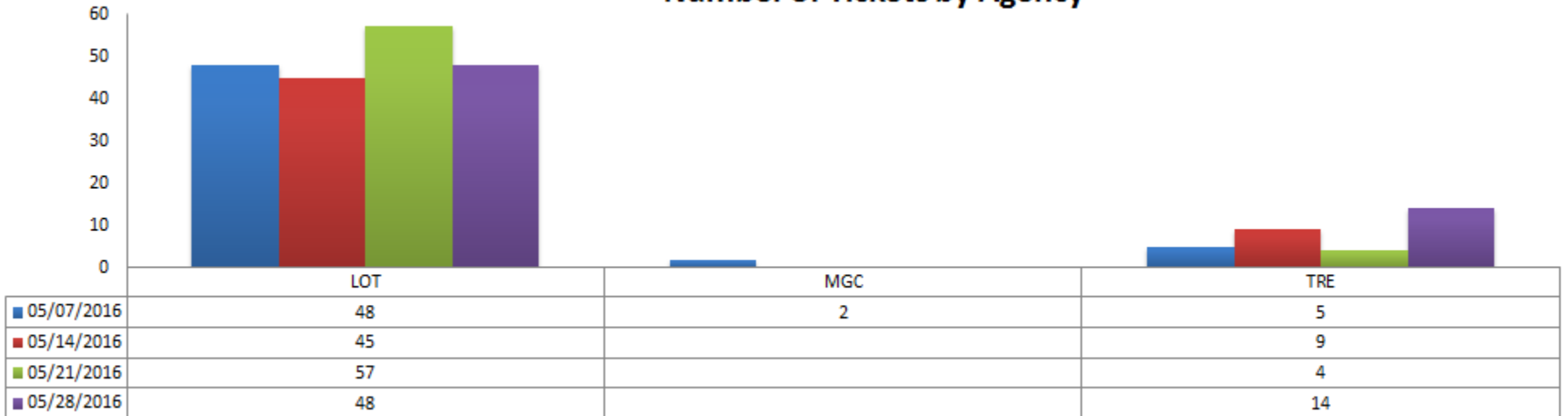
CSC - Civil Service Commission	CSW - Commission On Status Of Women
DAC - Disabled Persons Protection Commission	LIB – George Fingold Library
VWA - Victim And Witness Assistance	

Tickets Forwarded to Agency HR/ Payroll

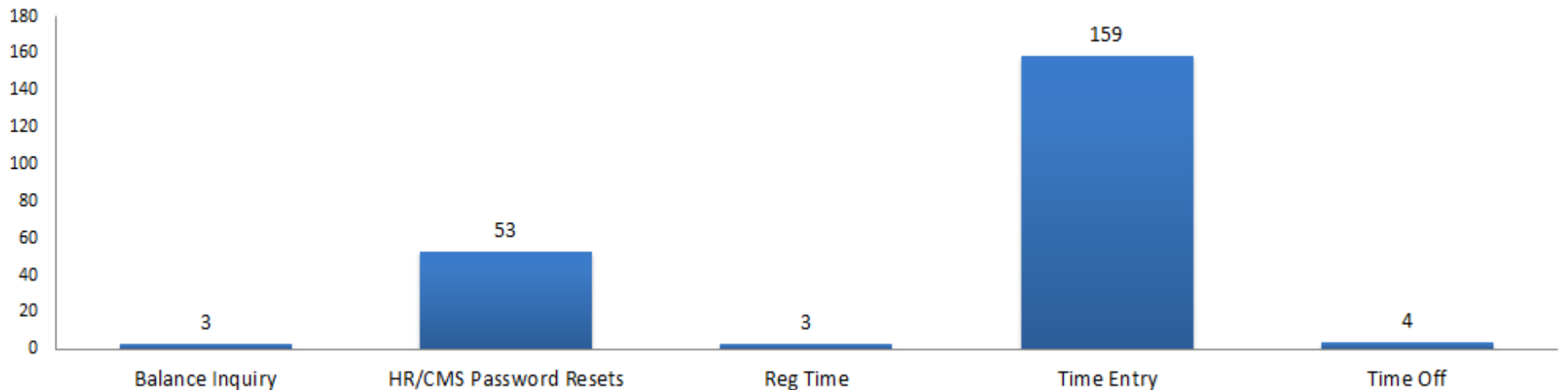


CON Agencies

Number of Tickets by Agency

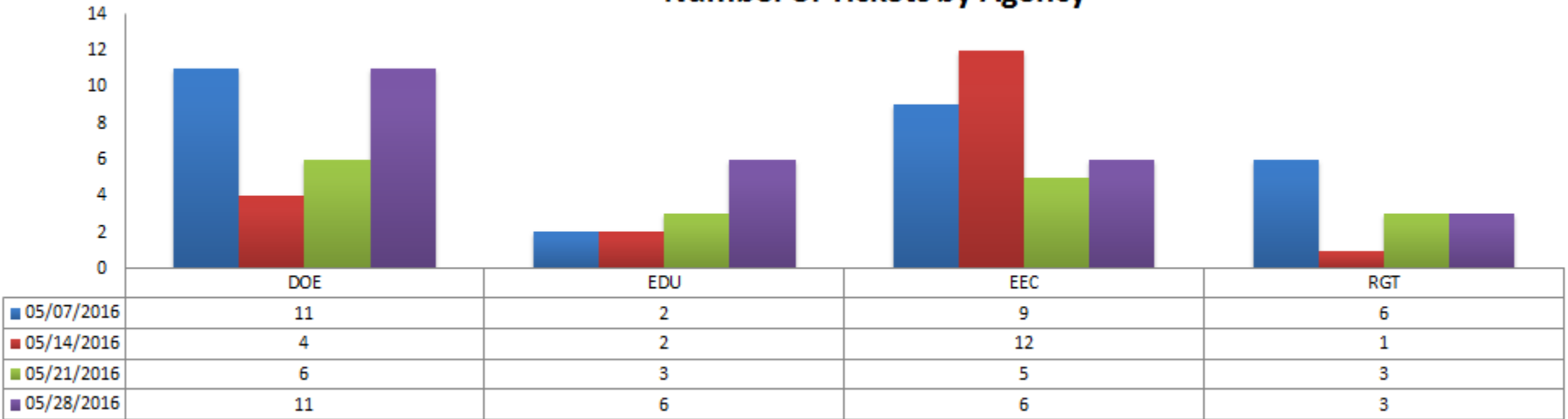


Inquiry Classifications

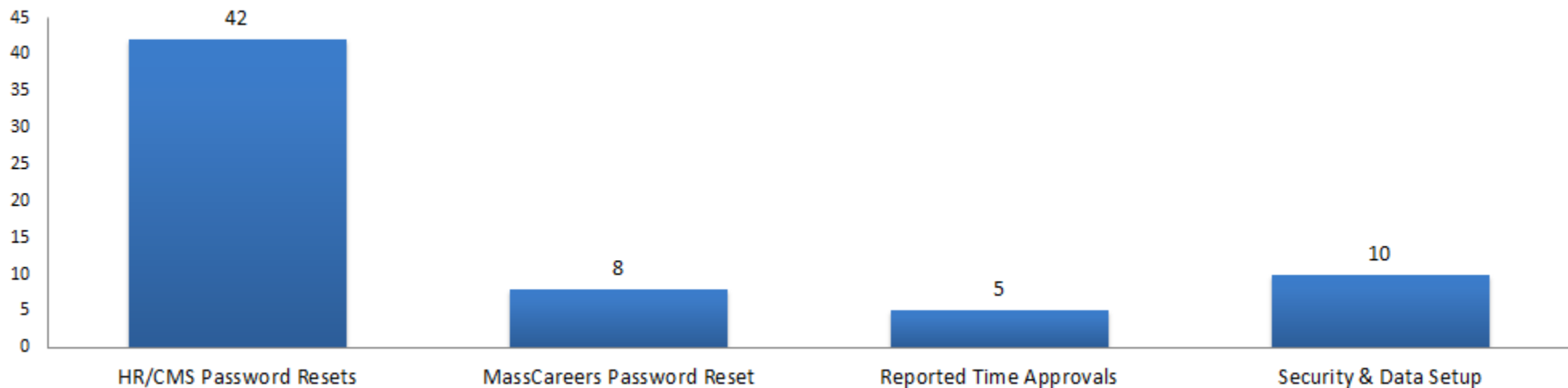


EDU Secretariat Agencies

Number of Tickets by Agency

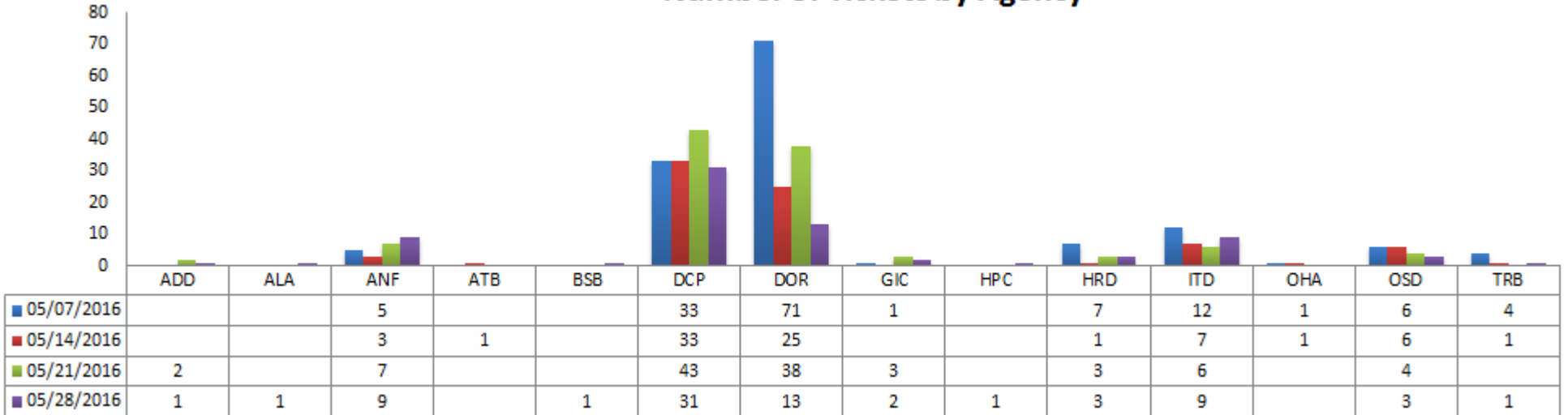


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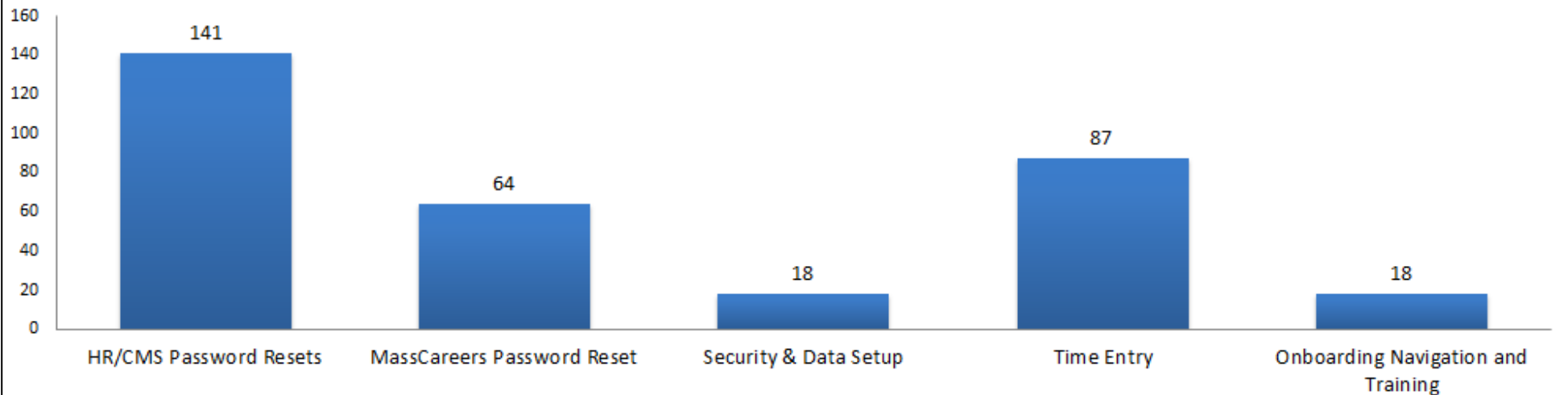


EOANF Secretariat Agencies

Number of Tickets by Agency

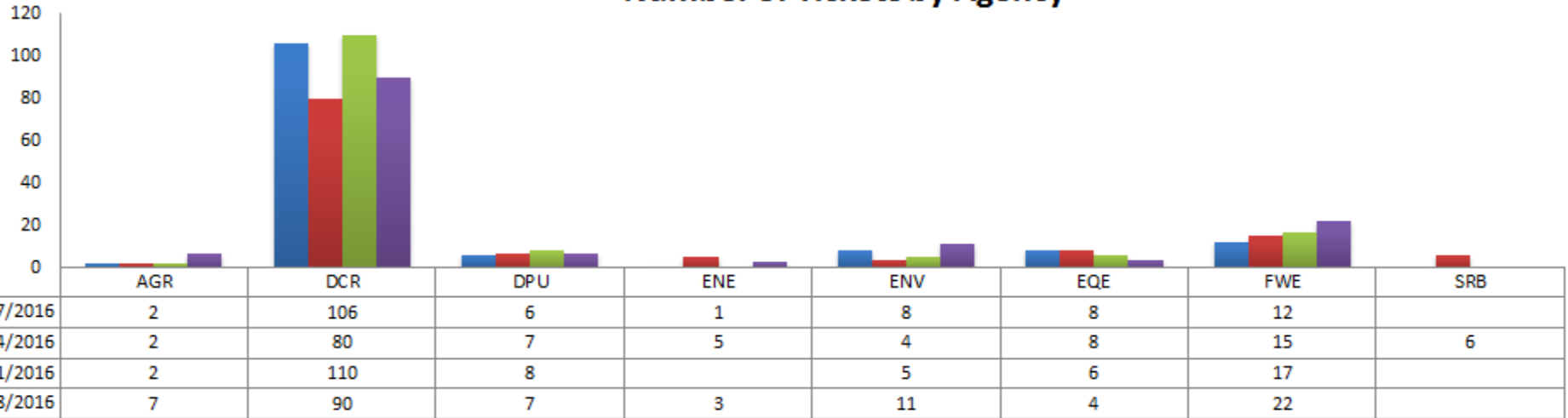


Inquiry Classifications

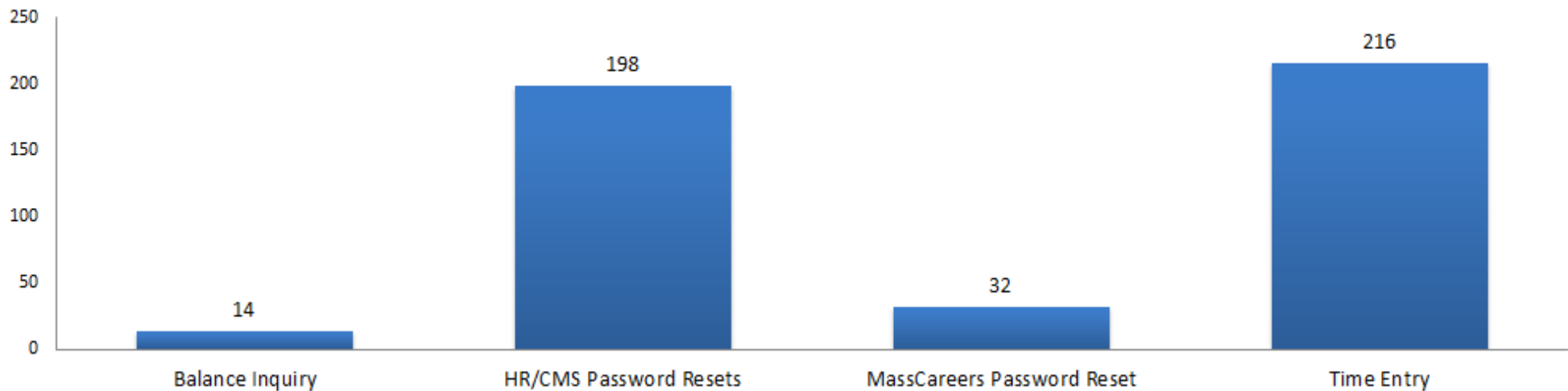


EOEEA Secretariat Agencies

Number of Tickets by Agency

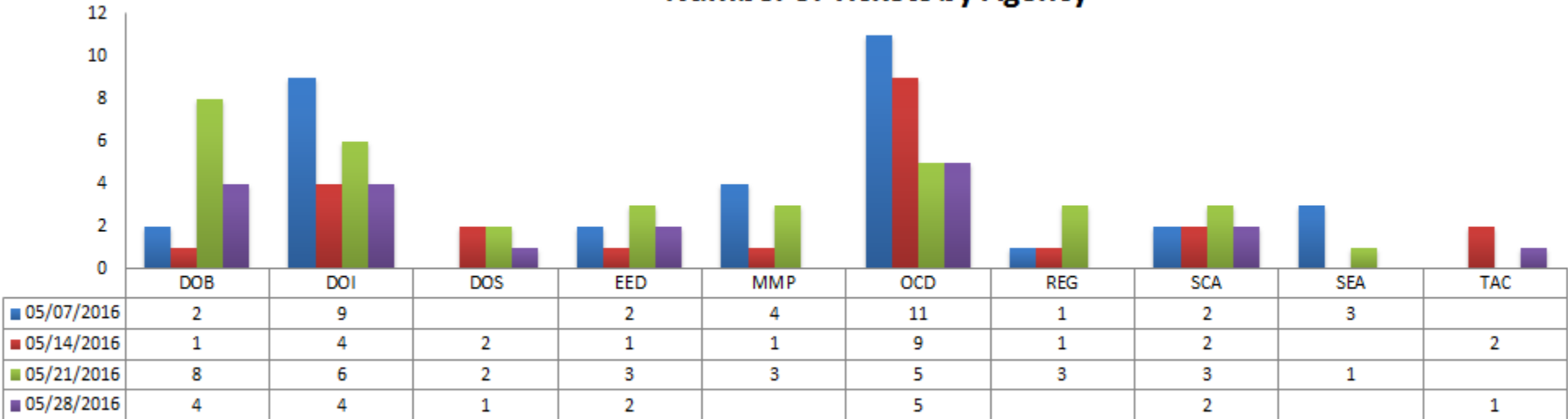


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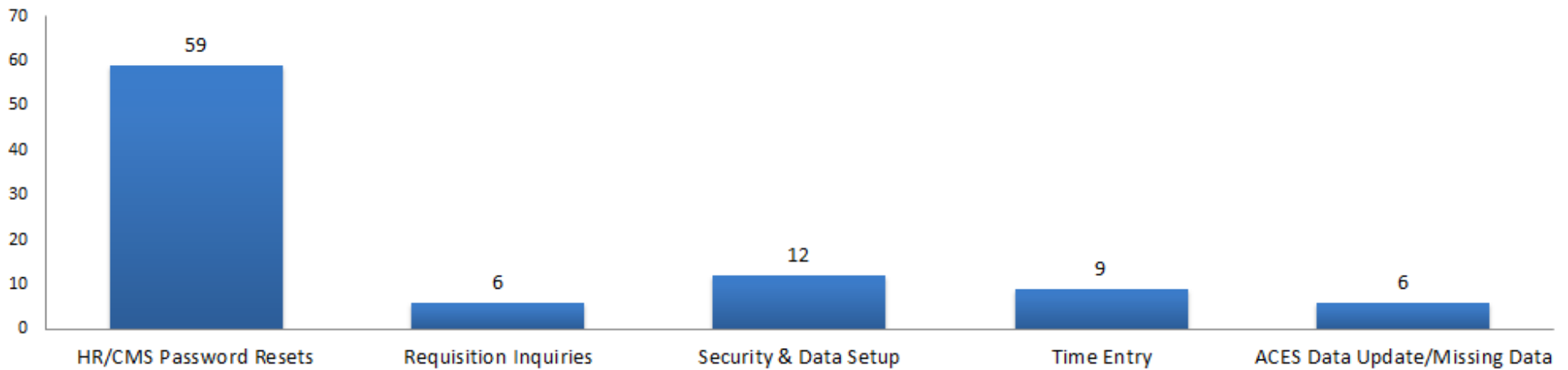


EOHED Secretariat Agencies

Number of Tickets by Agency

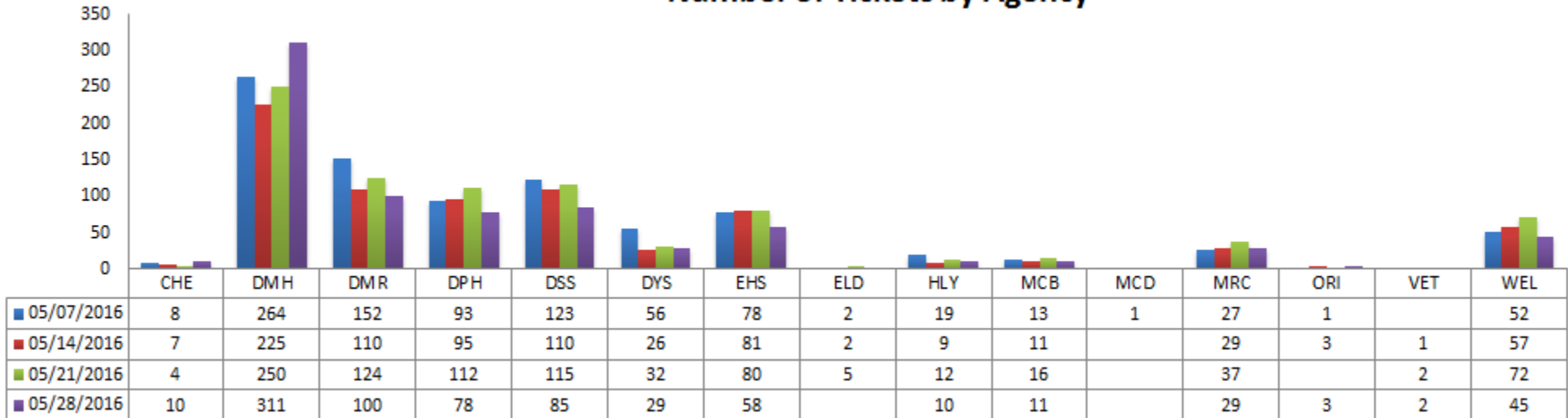


Inquiry Classifications

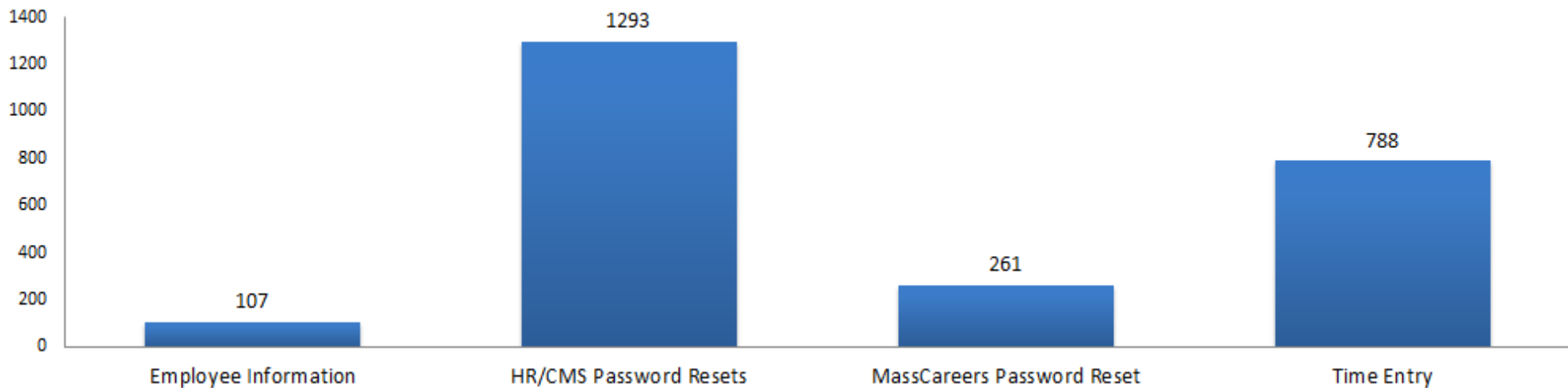


EOHHS Secretariat Agencies

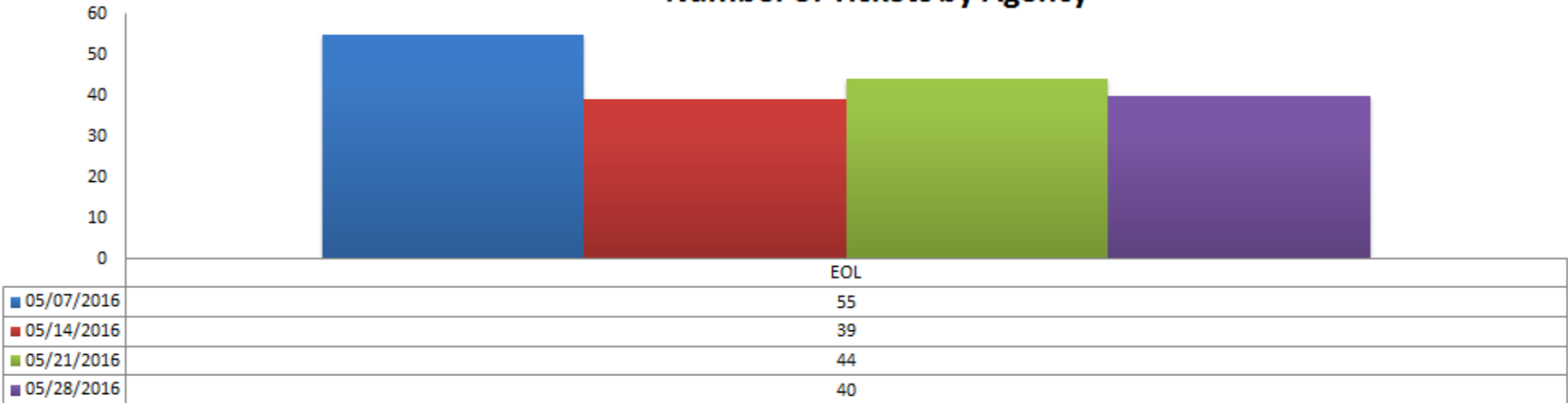
Number of Tickets by Agency



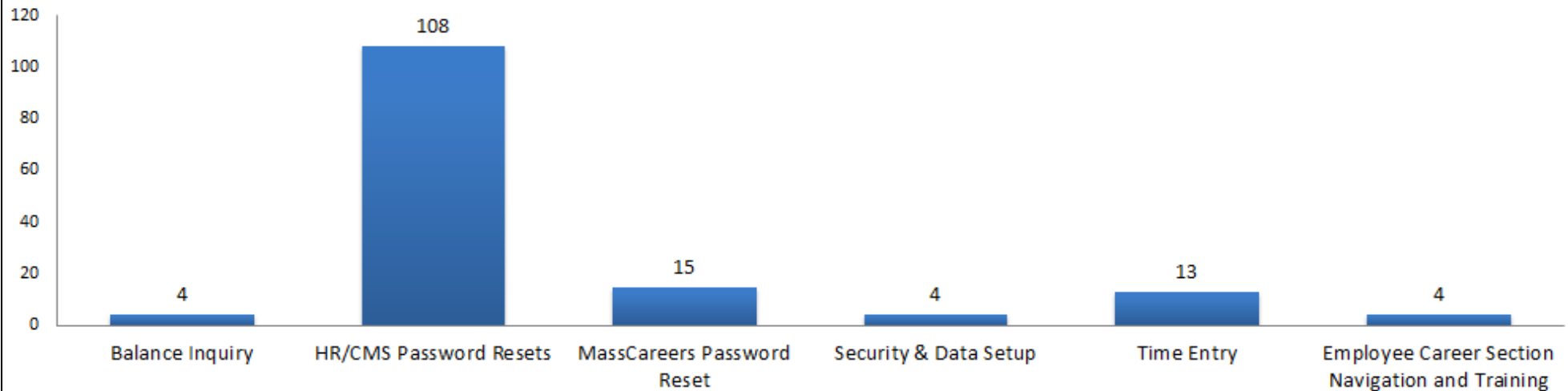
Inquiry Classifications



Number of Tickets by Agency

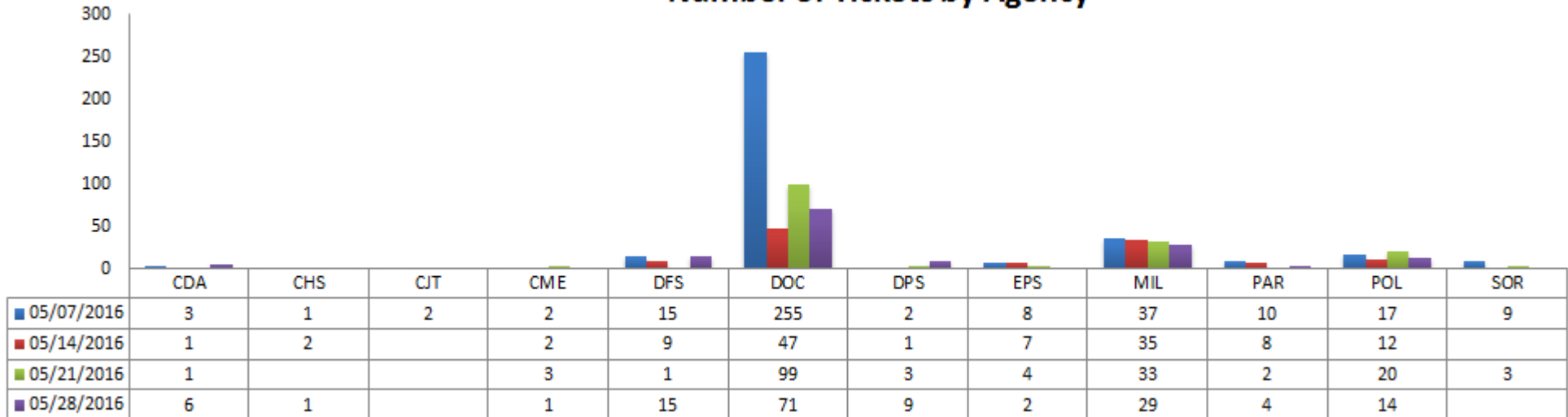


Inquiry Classifications

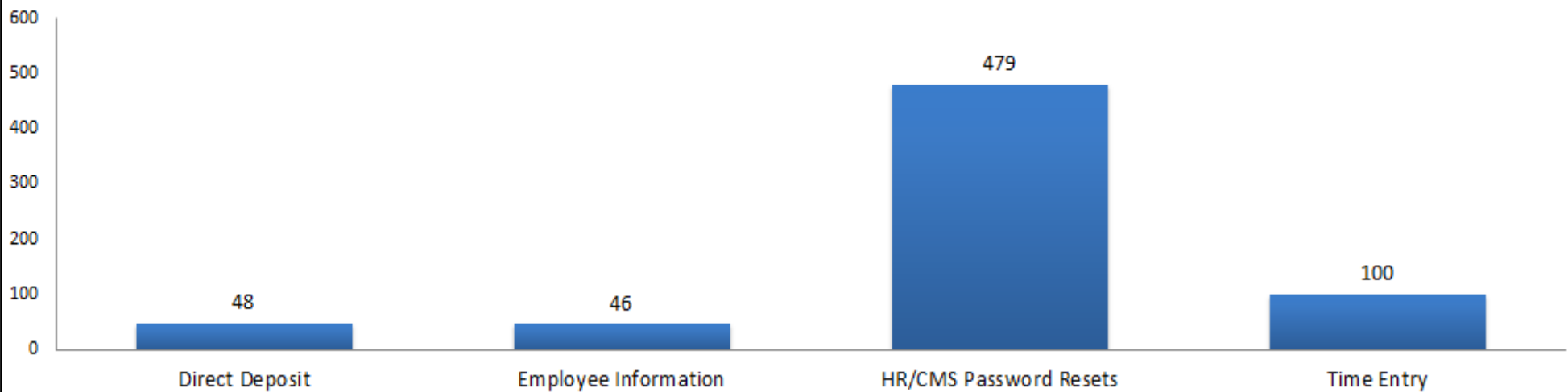


EOPSS Secretariat Agencies

Number of Tickets by Agency

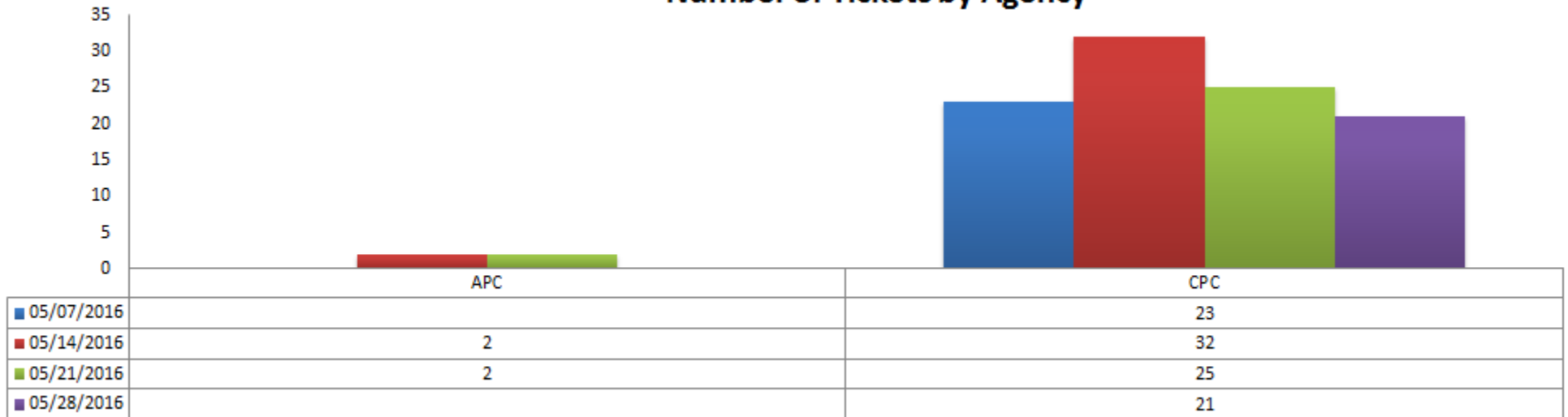


Inquiry Classifications

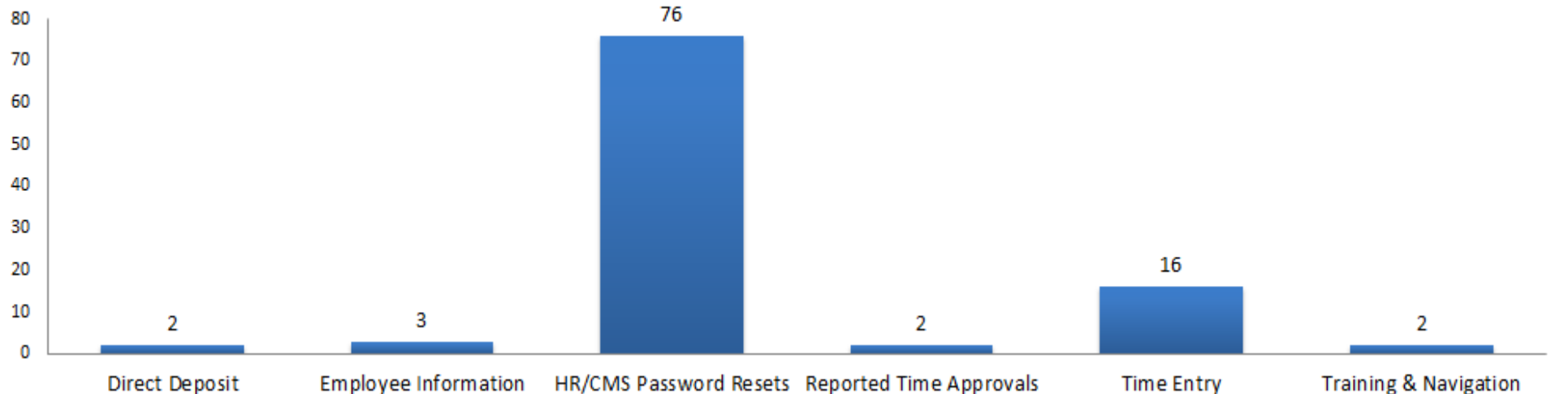


JUD Agencies

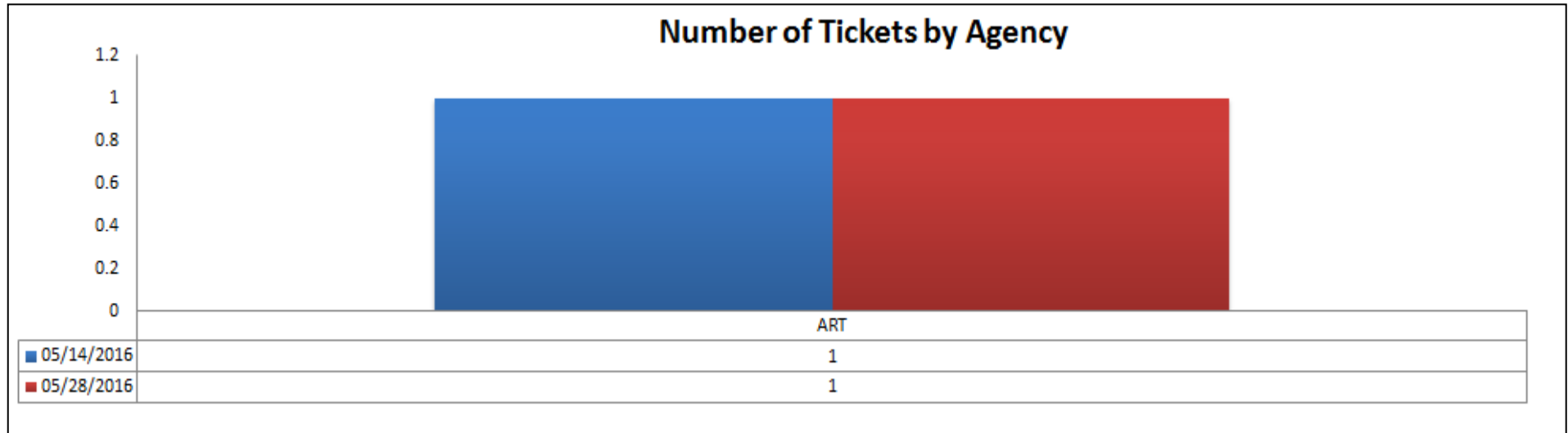
Number of Tickets by Agency



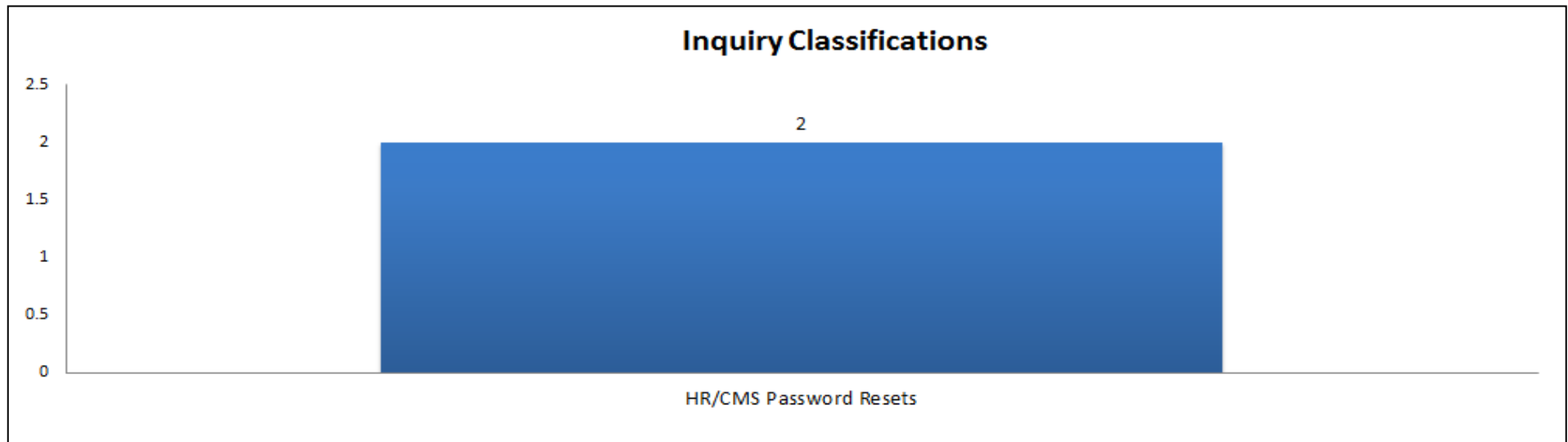
Inquiry Classifications



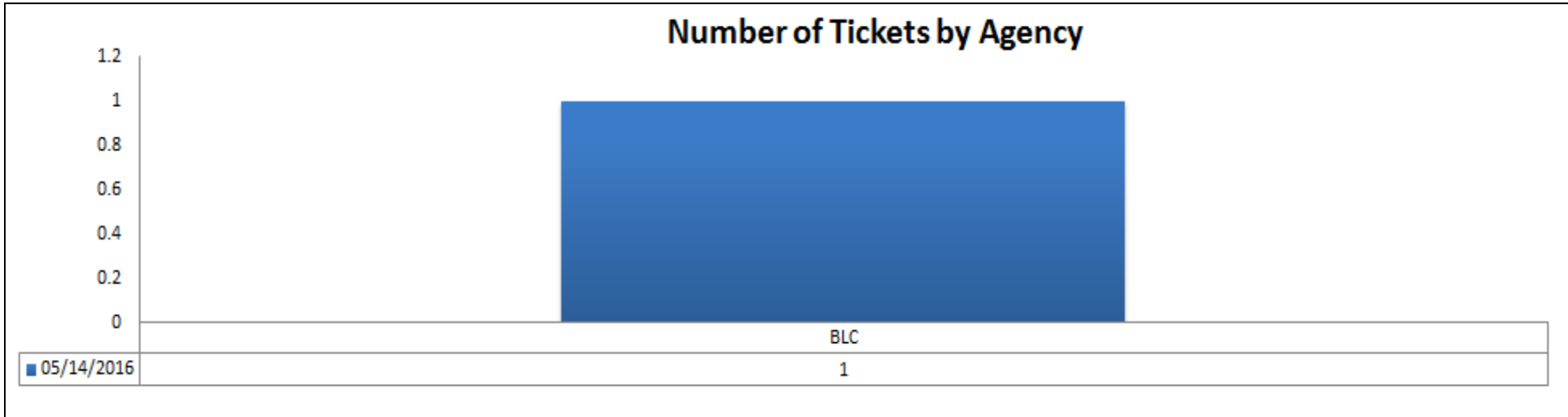
ART Tickets and Classification



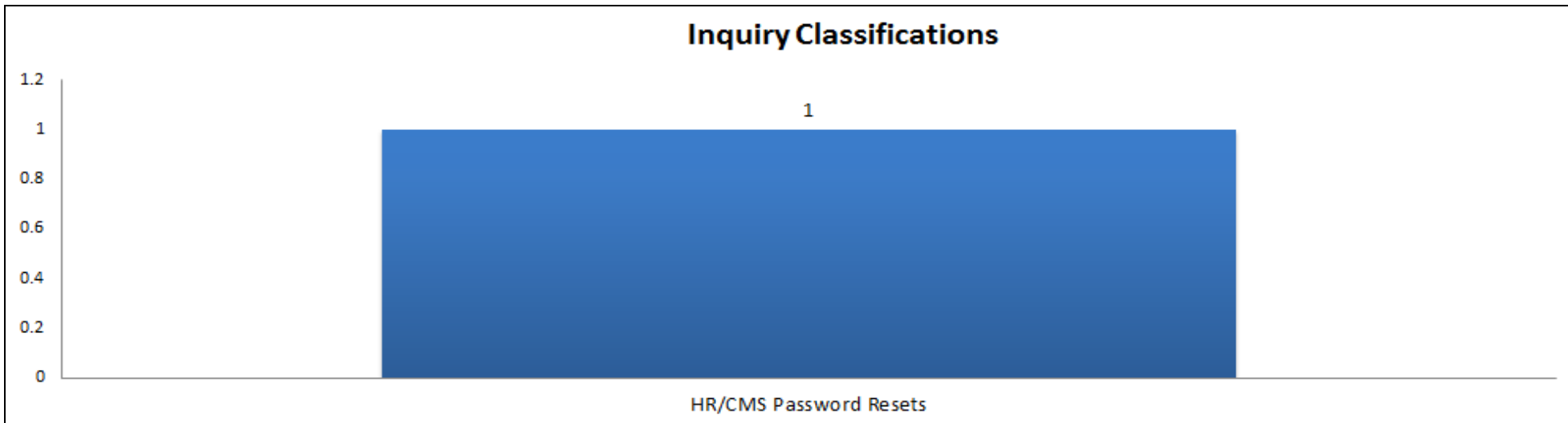
There were no requests the weeks of 5/7 & 5/21



BLC Tickets and Classification

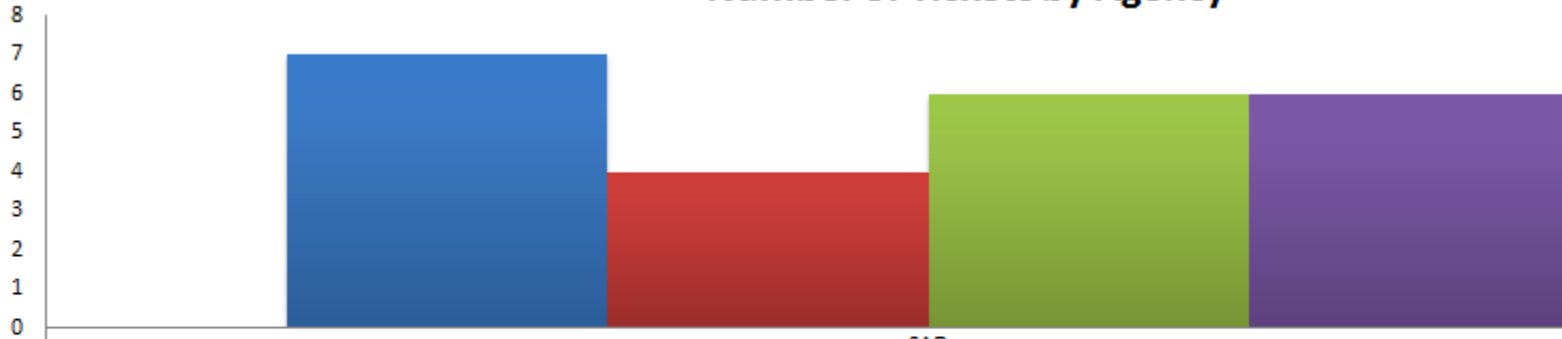


There were no requests the weeks of 5/7, 5/21, & 5/28



CAD Tickets and Classification

Number of Tickets by Agency

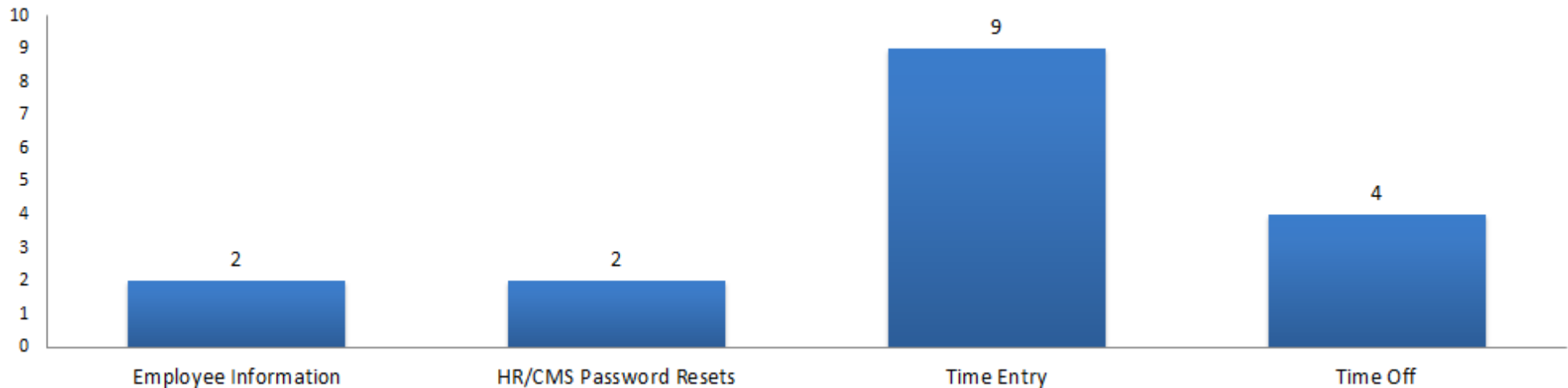


CAD

05/07/2016
05/14/2016
05/21/2016
05/28/2016

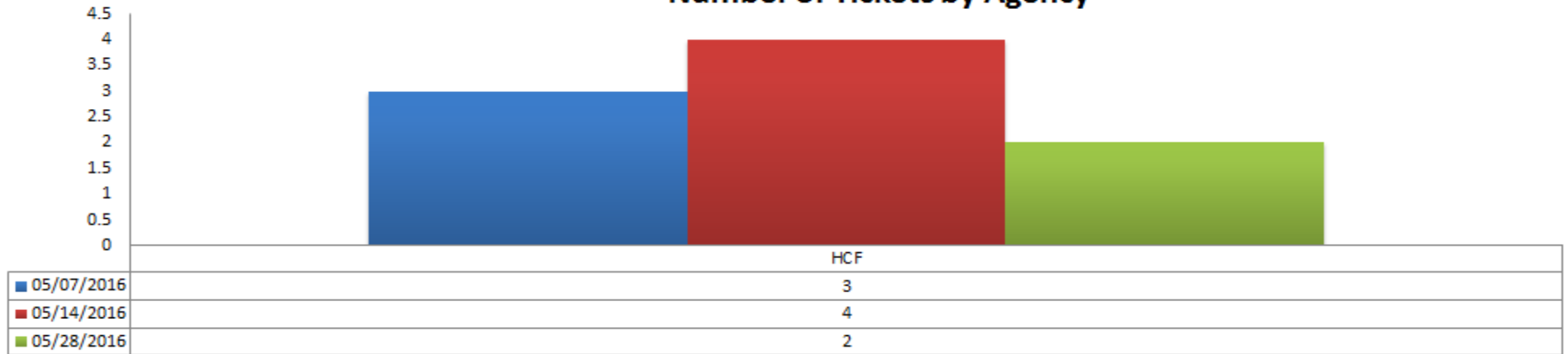
7
4
6
6

Inquiry Classifications



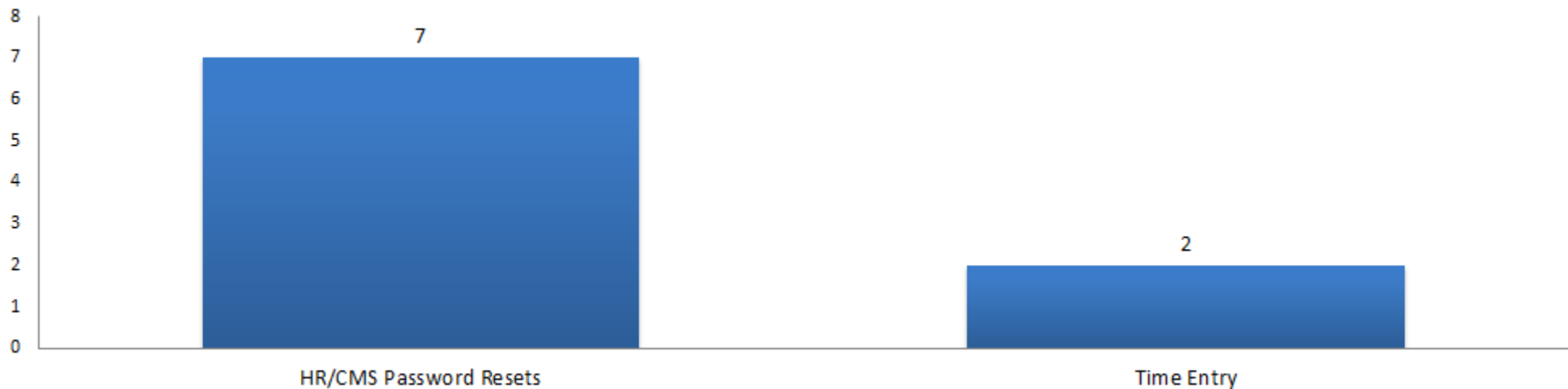
HCF Tickets and Classification

Number of Tickets by Agency



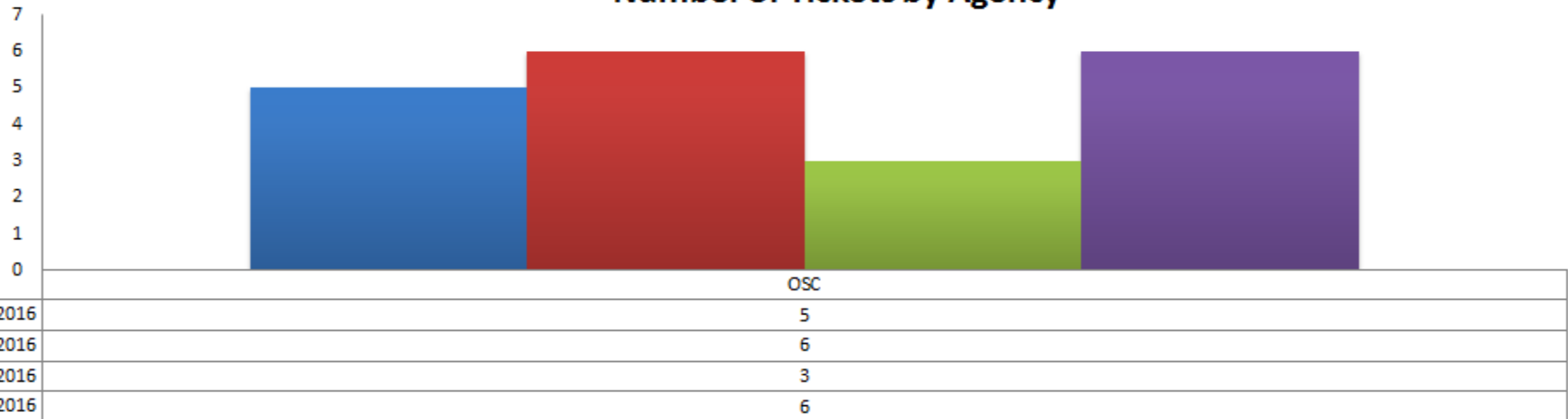
There were no requests the week of 5/21

Inquiry Classifications

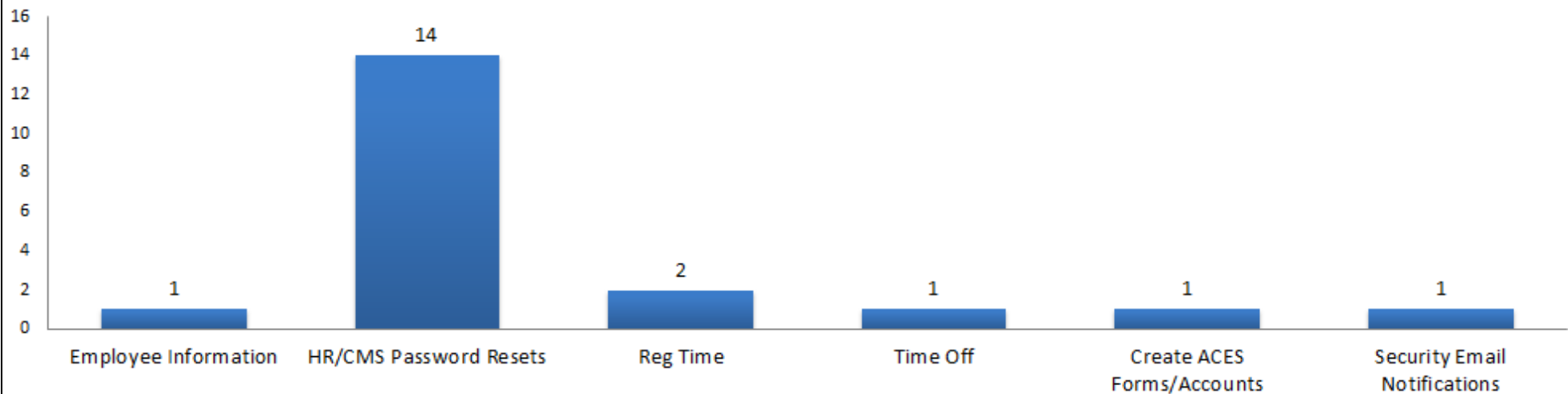


OSC Tickets and Classification

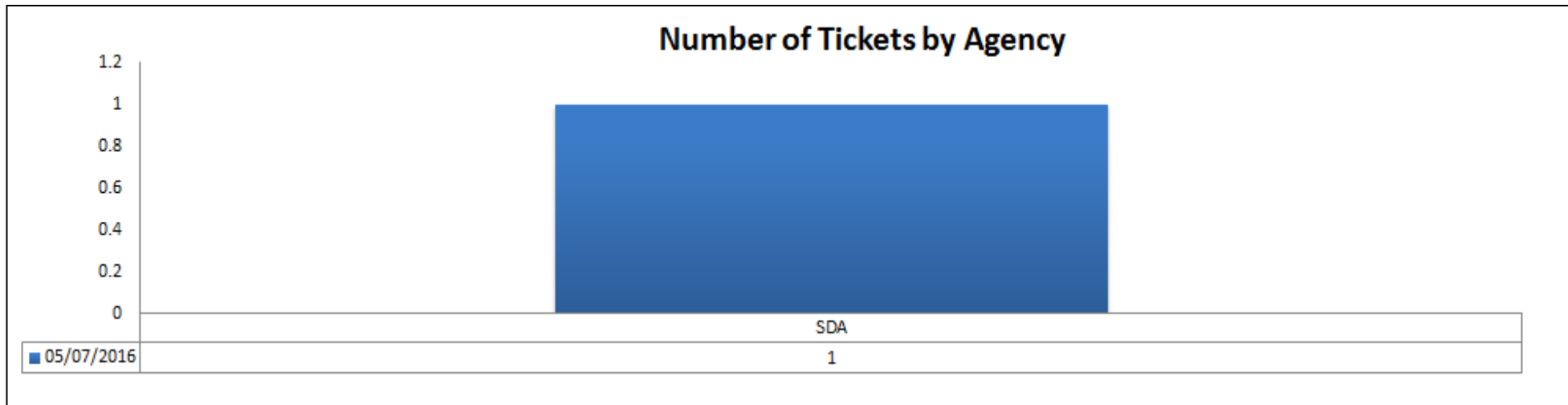
Number of Tickets by Agency



Inquiry Classifications



SDA Tickets and Classification



There were no requests the weeks of 5/14, 5/21, & 5/28

